

My TeleSpy™ called my cell phone
when the thief went upstairs.

I listened to the noon-time thief
ransacking my home, called the Police
with an "In Progress" emergency...

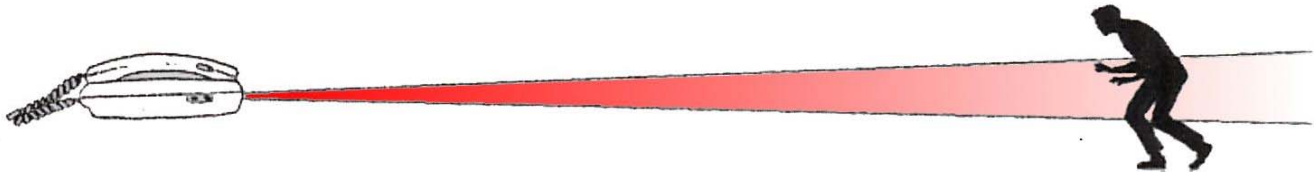


...and the nice
Police Officer
called the thief

ARRESTED "IN PROGRESS"!

www.telespy.biz

Patented Telephone, Sensor and Intrusion Notification Dialer System



Catch them in the "Verified - In Progress" act...



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*Ask your Police Officer friend about the priority
of a "Verified - In Progress" call.*

TELESPY - THE BOOK

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Executive Summary - TeleSpy™

TELEPHONE AND FREE, MONITORED INTRUSTION DETECTION 24/7/365.

The TeleSpy is a newly patented, clever and reliable combination of a telephone, a motion sensor, a microphone and an auto-dialer. The TeleSpy is an ordinary telephone, until you decide to use it as a monitoring system.

Simply enter any telephone number you choose or want the unit to call (cell phones are an obvious choice) and turn the motion sensor switch "on". That's it, you're done. Once "on", the TeleSpy provides 24/7 active monitoring and is free to operate.

Should an intruder be detected, the TeleSpy instantly calls you at the number you dialed in. Upon answering that call, you are able to "listen in" to the sounds in that space by means of its built-in, amplified microphone. The listening period is about 30 seconds, then the TeleSpy disconnects and instantly re-arms to detect again and again.

The TeleSpy allows you to decide, from a safe location, "Friend or Foe." Friendly intrusions include allowable visits from family or friends, scheduled employees or roommates. In the event of an actual break-in, a call to the Police would be treated as a "verified" Burglary In Progress and be handled with the highest priority. The TeleSpy operates from any phone line, requires no installation, and is completely portable. There are no monitoring fees and no accidental, false alarms.

Features

The Phone. The telephone is a variation of a phone that our manufacturer has produced for years in large quantities. The popularity of this "Slimline" telephone is a testament to its stylish design and simple function. Operation is no different than the regular mass produced version and the user would notice no difference. It plugs into any standard telephone jack for normal phone operation. By adding our patented circuitry, the manufacturer modifies the interior electronics while leaving the exterior virtually unchanged. The TeleSpy circuitry requires an AC adapter (provided) to be plugged into any standard 110V wall outlet. The absence of this power adapter would render the TeleSpy circuitry useless, but would not affect the telephone's normal operation. Intentionally, this phone has an ordinary appearance thus making the TeleSpy less obtrusive and more effective. The connection of the TeleSpy to your existing phone line has no adverse effect. It is no different than adding another ordinary phone. There is no recurring monitoring fee because the auto-dialer calls your cell phone.

The Motion Sensor. The motion sensor is a PIR or Passive Infrared Technology. The passive infrared sensor detects changes in the room's heat signature due to occupant motion. The range is in excess of 30 feet at which point the width is about 20 feet, creating about a 45 degree wedge beyond the sensor origin.

The Microphone. The hidden condenser microphone is strategically placed for maximum efficiency. It is amplified, with emphasis on high frequency sound levels, to insure that the slightest of sounds are heard, producing a high quality listening experience.

The TeleSpy™. A patented, Original Equipment Manufacturer (OEM) supplied combination of a portable, reliable, phone, motion sensor, microphone and auto-dialer, for personal or business use.

Alarm System - General Types

- No system.
- Other. (Example - Junk yard dog, shotgun or Quasimodo ...the resident sleep-over employee.)
- NEW - TeleSpy™ (Example: Use it as a standard telephone or as a covert alarm system. You install units by plugging in to a phone line and electric power, aim it, dial the number you want it to call and walk away. When you turn on the alarm power switch the Passive Infrared sensor functions and performs similar to outdoor floodlights that turn on when someone walks into their area. Instead of turning on the lights (which the TeleSpy™ can also do) it calls you without the intruder knowing it. It is triggered by an unauthorized intruder, it calls your cell phone, you listen in for 30 seconds before it hangs up and rearms and you decide whether to call 911 or not. You decide "friend or foe." No false alarms calls and dispatches, no false alarm fines and no recurring and continuous alarm monitoring fees. Relocate it anytime for free or even travel with it.
- An alarm system that is not monitored. (Example - Home with perimeter and/or interior system attached to siren or bell in the attic.)
- Locally monitored alarm system. (Example - Home with perimeter and/or interior intrusion and glass shatter alarms and auto-call hardware. Alarms monitored, answered and responded to by a local call center or security company and/or local Police.)
- Foreign monitored alarm system. (Example - Home with perimeter and/or interior intrusion and glass shatter alarms and auto-call hardware. Alarms monitored, answered and responded to by a call center in a foreign country, like India, and acted upon, after contact by the foreign monitoring and call center, by a local security company and/or local Police.)
- Full system. (Example - Gold and Currency Vault, Fort Knox, Kentucky. Guard dogs, armed guards, ground sensors, exterior motion detection and video cameras, interior motion, heat, beam, glass shatter alarms, video cameras with local and external monitoring and auto-call and dispatch hardware.)



Law Enforcement Dispatchers say, "...it's all about assigning priorities to each call received... (that's why some callers question the response time of Officers/Fire/EMS.)"

Cost Savings - Comparison and System Advantages v. Disadvantages

Description / Category	Security Alarm Company	TeleSpy Owner
Cost - Alarm System Hardware (\$/Site)	\$0.00* or from average \$1600.00 ¹ to \$500,000.00+	\$79.95 x # of areas to be monitored.
Cost - Hardware Installation (\$/Site)	\$0.00* or from \$100 to \$500,000.00+	\$0.00
Cost - Monitoring (\$/Yr)	Average \$280/Year ² - \$10,000+/Year	\$0.00
Cost - *Recurring - Monitoring (\$/Yr)	Multi-Year Contract \$280/Year - \$10,000/Year	\$0.00
	* Price of free hardware & installation in monitoring.	
Advantages:	Large area perimeter and/or many interior zones.	Listening capability allowing verification.
		Repeated alarm / intrusion calls.
		Repeated calls provide a time picture
		Personal involvement.
		Specific and targeted site.
		Mobile and transportable.
		No recurring costs or fees.
		Easily change who it calls.
Disadvantages:		
Motivation:	No personal safety or property loss at stake.	N/A. Your life and property.
Real property sale/restrictions:	Equipment must be left onsite if real property is sold.	Unplug. Portable. Take it with you.
Cost - Recurring and non-recurring:	See below:	See below:
Police Dispatch Priorities:	Cannot qualify call as VERIFIED - IN PROGRESS. An alarm-monitoring company can only say that (1) some part or component of a certain alarm system (2) has been triggered by something (at a certain location that they monitor remotely) and (3) only that an alarm system has been triggered by something. An obvious exception includes any system with listening devices.	Can qualify call as VERIFIED -IN PROGRESS. TeleSpy™ provides information so you can : <ul style="list-style-type: none"> • state that an incident is in progress. • verify that an incident is in progress. • describe the nature of the intrusion from the sounds you personally heard by means of the TeleSpy's repeating, thirty second, "listen-in" features. • provide the Police with a call-back number, local landmarks, intersections, property descriptions and TeleSpy™ physical locations and areas.
Monitoring Cost - Recurring:	Purchased hardware = Maintenance & Service Calls. Monitoring contracts = Annual fees and costs. System registration = Municipal license fees. Penalty fines = False Alarm Fines.	\$0.00 \$0.00 \$0.00 \$0.00
Portability of System:	Fixed location. Prohibitively high cost to relocate. Monitoring companies anticipate a new customer in your old site and a new installation account and multi-year contract for you at your new site.	No Disadvantage. Fully portable. Call be easily moved from one location to another location without any costs. Simply, unplug telephone, hand-carry it to the next site, plug it back in, dial the responder's phone number, hang up, turn it on, and stay or leave the area before it arms itself.

Footnotes:

^{1,2} - False Burglar Alarms by Rana Sampson, ISBN: 1-932582-04-5, U.S. Department of Justice, Office of Community Oriented Policing Services, Problem-Oriented Guides for Police, Problem-Specific Guides Series No. 5, Supported by the Office of Community Oriented Policing Services, U.S. Department of Justice. This project was supported by cooperative agreement #99-CK-WX-K004 by the Office of Community Oriented Policing Services, U.S. Department of Justice. The opinions contained herein are those of the author(s) and do not necessarily represent the official position of the U.S. Department of Justice. www.cops.usdoj.gov.

Law Enforcement Dispatch Priorities

Individuals, Home and Business Owners. Individuals should buy a TeleSpy™ to qualify their calls for Police and Fire help as the highest priority "Verified - In Progress" calls instead of lower priority non-Verified - In Progress calls. A TeleSpy™ is a very inexpensive, single component, self-installed security system for: (1) the downstairs at night, (2) the daughters' out-of-state, dormitory room, (3) the weekend lake house, (4) the farm or (5) any other remote building with a telephone line. You do not have to add a full system with multi-year monitoring contracts to protect an area. There are no recurring monitoring cost and, because you verify "friend or foe" personally, your calls to the Police Department are prioritized as non-false alarm, "In Progress" incidents. There are no false alarm fines because the TeleSpy™ calls you and you decide "friend or foe" before you call the Law Enforcement emergency line for help.

Security and Alarm Monitoring Companies. The TeleSpy™ is a new profit center for the security and alarm monitoring companies. They should include a TeleSpy™ in their product offerings for the same reason and more:

A New Profit Center. The TeleSpy™ should become a positive, new product line to help the Security and Alarm Monitoring Companies relieve the burden of excessive false alarms generated by their industry while simultaneously generating immense profits. Non-customers, potential, current and existing customers all present a new market for a new, added "best value" product that has not been available before. As a new product, it presents a new reason and opportunity to present it to all customers and non-customers. Low and medium income housing become an ideal and untapped market for this inexpensive, portable, combination telephone and alarm system. A new profit center is born.

Sales To Non-Customers. Customers that a company would never have (or do not presently financially qualify or agree to a full system) can be closed and sold as a new, present customer and serviced and maintained as a potential future customer for a full, modified or custom installation and system.

Sales To Potential Customers. The TeleSpy™ can be that particular product feature that sets your proposal apart from your competition by establishing a "best value" feature and may even elicit municipal law enforcement support of your proposal by enabling a possible reduction in the recorded number of false alarm calls.

Sales To Current Customers. The TeleSpy™ can be added as a very logical and valuable addition to any and every system sale. In fact, many TeleSpys™ should be sold to customers with large facilities or office towers. System design can be enhanced with a newly patented product that is portable and can be moved from site to site as the need presents itself.

New Sales To Existing Customers. An existing customer can be shown how to convert his calls for help to verified "In Progress" calls. A new up-sale and reason for a new appointment and chance to engage all present or potential customers is presented with the addition of the TeleSpy™ to a company's product line. Specific locations within a security system can be targeted and protected when an owner will not spend the additional money for a full or modified system. Current customers in mature facilities can add many "spot protections" without a modification and rewiring installation cost by simply plugging a TeleSpy™ into existing telephone jacks. The TeleSpy™ can be programmed to call another office, onsite security or the monitoring company.

Retail Outlets. If the security and monitoring industry members do not adapt and flood the market with this inexpensive monitoring system, then the retail telephone and electronics giants surely will.

Municipal, County and State Governments. With the continuing demands and priorities that are being placed on law enforcement (draining their budgets and manpower resources), and particularly with recent demands requiring special attention to homeland security issues, the TeleSpy is allowing law enforcement to redirect resources to more pressing matters. The TeleSpy™ supports it local Police Department.

False Alarms And "In Progress" Alarm Priorities.

"In progress" calls are a Police and Fire Department's first priority. The only call that is higher is an "Officer Down" call. A monitored alarm system usually cannot verify that an intrusion incident or fire is "in progress." Normally, they can only state that (1) some part or component of a certain alarm system (2) has been triggered by something (at a certain location that they monitor remotely) and (3) only that an alarm system has been triggered by something. This problem generates an immense number of false alarms that must be responded to by a limited number of manpower resources.

It is no secret that responding to false alarm calls places an undue burden on police resources and affects agencies' responses to more serious calls. There are a number of effective strategies that have been developed jointly by the International Association of Chiefs of Police's (IACP) Private Sector Liaison Committee (PSLC) and the Security Industry Alarm Coalition (SIAC) to help reduce false alarm calls. These strategies include:

- the development of a model ordinance,
- registration guidelines,
- graduated fine structure,
- new equipment standards,
- suspension of response to chronic abusers, and
- an in-house or outsourced billing and tracking component.

In addition to these strategies, the alarm industry, in recognizing the strain false alarm calls place on law enforcement, has initiated its Enhanced Call Verification (ECV) (also referred to as Multiple Call Verification) (MCV) program. Under this program, when central monitoring stations **make two or more calls prior to requesting police dispatch**, significant reductions in false alarm calls can be realized.

The obvious and absolute damage caused by these inherent dispatch delays of ECV and MCV programs are real and cannot be explained away to the family of someone murdered by a violent thief one minute before the Police arrived in an ECV program. The system saved some resources but lost a citizen.

How To Qualify As A High Priority "In Progress" Call For Help.

The features of a TeleSpy™ causes its owner to qualify a call as IN PROGRESS because the TeleSpy™ provides information so you can quickly:

- become personally involved and help your Police Department and Alarm Monitoring company by taking partial and active responsibility for the immediate protection of your own property or business and eliminating almost all false alarm calls from you;
- reduce the number of false alarm calls and subsequent Police personnel dispatch to them;
- defeat the inherent dispatch time delays of Enhanced Call Verification (also referred to as Multiple Call Verification) programs;
- personally verify "friend or foe";
- call the Police on an emergency number, like 911;
- describe the nature of the intrusion from the sounds you personally heard by means of the TeleSpy's repeating, thirty second, "listen-in" features,
- personally swear that there is an incident in progress;
- personally verify that there is an incident in progress;
- provide an address and call back number,
- aid the Police response time by describing the location, landmarks, cross streets and intersections near the location and
- assuring that the Police do not have to assume that the incident is just another false alarm.

Please Support And Help Your Local Police.

How Police Calls Are Prioritized.

A. Prioritizing Incidents. " *In progress* ' calls are our first priority..."

- #1 - Highest priority - Verified as *Officer Down!*
- #2 - Verified as "*In Progress*" by someone. (Example - Eyewitness or "**Earwitness**" call to 911.)
- #3 - Calls that cannot be verified as "*In Progress*" by someone. (Example - Hardware alarm.)

B. Dispatch Order / Rules of Thumb:

- 1. Personal Safety
- 2. Property
- 3. Assistance
- 4. Investigations

C. "Priority Assignment" Requirements:

Police personnel must obtain enough information to assign an "in progress" priority for your call:

- 1. Priority # 1 - Is this a "Verified - Officer Down" call?
- 2. Priority # 2 - Is this a " Verified - In Progress" call that involves someone's personal safety?
- 3. Priority # 3 - Is this a " Verified - In Progress" call that involves someone's property?
- 5. Priority # 4 - Is this a " Verified - In Progress" call that involves assistance to someone?
- 5. Priority # 5 - Is this a " Verified - In Progress" call that involves investigations?
- 6. Priority # 6 - Other that "Verified - In Progress" (in the same ranking as 1-4 above)?

Sample Table - How Calls Are Ranked By Law Enforcement Dispatchers.

	Dispatcher: Enter a "1" or "0"		Priority Weight	=	Priority Subtotal
In Progress, Verified.	0	x	5	=	0
- - - Personal Safety	0	x	4	=	0
- - - Property	0	x	3	=	0
- - - Assistance	0	x	2	=	0
- - - Investigations	0	x	1	=	0

Current Call List - Priority Rating = 0

Reading Room References.

Source: http://www.ci.alameda.ca.us/police/call_priorities.html

Alameda Police Department - Call Priorities

"In progress" calls are our first priority... get enough information to set a priority for your call.

If you have been unfortunate enough to have been the victim of a crime, we hope our response to your problem was quick and efficient. If however, it seemed like it took forever for the officers to arrive, you may have wondered why it took so long. It may help to ease your frustration a bit if we explain just how we prioritize calls for service.

Why do we need to prioritize? Good question! If we had an unlimited number of officers, and only a small number of calls for service, there would be no need to prioritize. Unfortunately this is not the case. During peak hours, the requests for police services routinely exceeds the number of officers available to respond. We need to decide which calls get dispatched first, and which ones can wait. **"In progress" calls are our first priority and the dispatcher you are talking to will ask questions: they are simply trying to get enough information to set a priority for your call.**

Lets look at a few typical calls and see how this works.... Lets say we have the following calls waiting to be dispatched:

- 1 - A man came home from work to find that someone has broken into his garage and had stolen his bicycle.
- 2 - A woman is being attacked in the park.
- 3 - Someone appears to be trying to steal a car.
- 4 - There is a non-injury accident, both cars have pulled to the side of the road waiting for the police to show up.

The woman being attacked would be dispatched first. The car theft would be next. We would send an officer to the accident before the theft from the garage. We would not want the people to wait too long at the side of the road. The man who had his bicycle stolen is at home and may have to wait.

We try our best to have an officer at your door within a reasonable time for routine calls. **The average response time to our highest priority calls is under 4 minutes.** Most of the time we meet this goal. Thank you in advance for your understanding when we do not.

Reference: City of Alameda, CA, General Info: 510 747-7400, Alameda City Hall, 2263 Santa Clara Avenue, Alameda, CA 94501.

Source: <http://www.manchesternh.gov/CityGov/MPD/Divisions/Communications.html>

Manchester, NH Police Department - Communications Division

Frequently Asked Questions

Why does it take so long for an Officer to show up at my house when I call?

There are several reasons for this. First, the large number of calls received often outnumber the Officers available to handle these calls. Second, **the Communications Staff works on a triage system, using answers to their questions to prioritize calls from highest priorities to lower priorities.** For example, a fight **in progress** or a motor vehicle accident with injuries would be assigned higher priorities than a barking dog or theft not in progress.

What happens when I dial 911? Am I talking to my local Communications Center?

The answer is both yes and no. Your 911 call goes from your phone to the State of New Hampshire's Enhanced 911 Public Safety Answering Point in Concord. The 911 Telecommunicator in Concord will ask you if your emergency is for police, fire or medical response. Your call is then routed to the appropriate Dispatch Center in Manchester. So, if you tell Concord that you need the police, the call is then routed to the Manchester Police Department Dispatch Center. We take over the call and ask you more detailed questions to give the responding Officers a better idea of your situation.

...How do I know if my call is an emergency?

Examples of emergencies are: a crime or incident in progress, a suspicious person or vehicle, or when there is a risk of loss of life or property. Non-emergencies include crimes or incidents not in progress, animal calls, directions, questions about special events, and loud music calls. If you are not sure if your concern qualifies as an emergency, go ahead and dial 911. The dispatcher will refer you to the non-emergency number if appropriate.

How can I help myself in an emergency?

Most importantly, remain calm and work with the 911 Telecommunicator. Valuable time can be lost to panic. You may be able to provide important information for the responders or take some important first steps to handle the situation at hand. **For the speediest response possible, be prepared to supply the Telecommunicator with the following information: type of problem, where you are, where the problem is, phone number you may be called back at, color of the house, closest cross streets, landmarks, how many people are involved, descriptions of any vehicles involved, and descriptions of any suspects and direction of travel.**

If you are calling from a cellular phone, **make note of landmarks, mile markers on the highways, and any other information which could provide your location.** When you dial 911 from a cellular phone, it is not answered by your local Dispatch Center, but rather the State of New Hampshire's Enhanced 911 Public Safety Answering Point in Concord NH. It is vital to be as specific as you can regarding your location especially on a cellular phone.

Alarm Industry Steps Up to Reduce False Alarm Calls through Enhanced Call Verification

By *Glen M. Mowrey, Deputy Chief (Retired), Charlotte-Mecklenburg Police Department, Charlotte, North Carolina, and National Law Enforcement Liaison, Security Industry Alarm Coalition; and Derek Rice, Principal, The Write Solutions, Portland, Maine*

It is no secret that responding to false alarm calls places an undue burden on police resources and affects agencies' responses to more serious calls. There are a number of effective strategies that have been developed jointly by the **IACP's Private Sector Liaison Committee** and the **Security Industry Alarm Coalition (SIAC)** to help reduce false alarm calls. These strategies include:

- the development of a model ordinance,
- registration guidelines,
- graduated fine structure,
- new equipment standards,
- suspension of response to chronic abusers, and
- an in-house or outsourced billing and tracking component.

In addition to these strategies, the alarm industry, in recognizing the strain false alarm calls place on law enforcement, has initiated its **Enhanced Call Verification** (also referred to as **Multiple Call Verification**) program. Under this program, when central monitoring stations make two or more calls prior to requesting police dispatch, significant reductions in false alarm calls can be realized. (**NOTE: ADDITIONAL TIME DELAY.**)

In the past, most alarm companies made only one call, usually to the alarm premises, before calling the police to dispatch. Under Enhanced Call Verification, the central station operators call the customer premises and then, if necessary, a second customer-provided phone number, such as a cell phone, to attempt to verify an alarm before law enforcement is called. Enhanced Call Verification is becoming an industry standard, and during the past year has shown a significant reduction in alarm calls to 911 dispatch centers. False alarm calls to police can be reduced by as much as 40 percent as companies implement the second- or multiple-call procedure. With the promising preliminary results of the new procedure, the IACP, at the request of its Private Sector Liaison Committee, adopted the Measure to Enhance Police Resources Resolution on October 8, 2002, during the 109th Annual IACP Conference in Minneapolis. Under the resolution, IACP urged alarm companies to immediately implement multiple-call verification procedures and supported local jurisdictions' efforts in adopting procedures and ordinances mandating these procedures.

Many alarm companies have implemented procedures with notable results:

- **ADT** began making sweeping changes nationwide in its central station operations. It began making second call verifications with its West Coast accounts last year and is implementing its program state-by-state. ADT has announced a completion date of mid-October for all their North American accounts.
- **Brinks Home Security Systems**, which has a customer base that is 95 percent residential, currently has more than 50 percent of its accounts designated as second call verification. The company anticipates that this percentage will increase substantially as existing customers opt for the second call procedure. Currently, all new accounts are set up for two-call verification. Brinks's ultimate goal is to reduce its requests for police dispatches through its continuing work with **Enhanced Call Verification.** (**NOTE: ADDITIONAL TIME DELAY.**)

Other alarm companies with local and regional operations are showing significant results:

- **Vector Security**, with headquarters in Mount Laurel, New Jersey, implemented Enhanced Call Verification in 2003 and required its customers to go to second call verification. Since adopting the procedure a year and a half ago, dispatches have been reduced dramatically. Forty-nine percent of alarm signals that would have generated a dispatch under the company's old system, in which only the premises was called, no longer resulted in a dispatch. (See Endnote # 1.)
- **LOUD Security Systems**, based in the Atlanta area, has reduced dispatches by 27 percent during a three-month period this year, as compared to the same period in 2003. Company President John Loud attributes this reduction to LOUD's two-call verification policy, which it instituted a little more than a year ago. Most notable is that this decrease in dispatches was realized even though the company increased its monitored subscriber base by 32 percent in that same time period. In June 2003, under its previous policy of making only one call, the company had 229 dispatches from its 1,161 monitored accounts. A year later, in June 2004, under the two-call policy, LOUD's 1,623 accounts generated only 175 dispatches.
- During 2003, **Alarm Detection Systems (ADS)** of Aurora, Illinois, advised its 23,000 customers that effective January 1, 2004, the company would not dispatch police in response to an alarm signal until it had called the premises and a second number. ADS's new system resulted in a reduction of nearly 25 percent in calls to 911 centers during the first seven months of 2004 as compared to the same period in 2003. According to company President and Chief Executive Officer Bob Bonifas, after seeing the immediate reductions in dispatch calls, ADS wanted to further

improve its customer contact lists and improve the program's effectiveness. As a result, ADS recently mailed letters to its subscribers asking them to list more than one phone number to call if their alarm system trips.

- The **Boulder, Colorado, Police Department** is one of the first agencies to include Enhanced Call Verification as a department policy and has noted significant reductions in alarm calls for service. Boulder Police Chief Mark Beckner said his department realized significant results within the first 30 days after the policy became effective on June 1 of this year. "We immediately saw a 35 percent decrease in alarm calls to our communications center, and with our new policy, we expect a 40 to 50 percent reduction during the first year," he said.

The alarm industry has been working with the Boulder Police Department, and prior to the police department's enacting its current policy some alarm companies voluntarily began making second call verifications. Since November 2003, a 25 percent reduction in calls to police has been achieved. As a result of the new police department policy, which requires all alarm companies to make a second call, the alarm industry anticipates a 50 percent reduction over the next 12 months in Boulder.

- **Lee County, Florida**, is believed to be the first jurisdiction in the country to include Enhanced Call Verification in its alarm ordinance. The ordinance was adopted in March 2003, and enforcement began January 1, 2004. Since the first of the year, the Lee County Sheriff's Office has seen a steady decrease in alarm calls and currently has seen calls drop on average from 96 to 45 per day. Major Dan Johnson, the executive lead in Lee County Sheriff's Office's effort to reduce alarm calls, said, "With our noted success in reducing in the number of alarm calls coming into our communications center for the first seven months of 2004, we clearly expect to reach our targeted goal of 70 percent during 2005." He added, "The success of Lee County's efforts is the direct result of its initial public education program, public acceptance, and the cooperation and partnership with the alarm industry in finding a solution for a community-wide problem."

Clearly, Enhanced Call Verification is playing a significant role in reducing false alarm calls to police. **With the continuing demands and priorities that are being placed on law enforcement, and particularly with recent demands requiring special attention to homeland security issues, the second call procedure is allowing law enforcement to redirect resources to more pressing matters.**

It is widely accepted that a 50 percent reduction in requests for police dispatch can be realized when the IACP resolution is acted upon by the alarm industry in implementing Enhanced Call Verification and when local jurisdictions and agencies adopt elements of the resolution into local ordinances and policies. The Private Sector Liaison Committee and the Security Industry Alarm Coalition will continue to monitor the results and successes of the program. According to **SIAC Executive Director Stan Martin**, Enhanced Call Verification is fast becoming an industry standard. Martin also reminds departments that studies have shown that alarm ordinances must be enforced to achieve the maximum benefit of reduced calls for service.

Endnote 1 - "Success Stories in Reducing False Alarms," SDM Magazine (July 2004).

Source: From The Police Chief International Association of Chiefs of Police, 515 North Washington Street, Alexandria, VA 22314 USA., vol. 71, no. 9, September 2004.

INTERNATIONAL ASSOCIATION OF CHIEFS OF POLICE

R E S O L U T I O N

Adopted at the 109th Annual Conference
Minneapolis Minnesota
October 8, 2002

Measure to Enhance Police Resources Submitted by the Private Sector Liaison Committee PSLC025.a02

WHEREAS, homeland security has put new demands on law enforcement resources; and,

WHEREAS, results from studies initiated by the alarm industry indicate that multiple call verification (two or more calls prior to request for dispatch) significantly reduce false dispatches, thereby freeing up law enforcement resources that can be redirected to Homeland Security Issues; now, therefore be it

RESOLVED: IACP urges all alarm companies to:

- Immediately implement multiple call verification procedures to be used by the central station monitoring center prior to law enforcement dispatch on all alarm signals from customer alarms, and
- Support local jurisdiction efforts to adopt procedures or ordinances mandating multiple call verification procedures.

TeleSpy provides you with the "listen in" ability to personally verify a violation and requires the Police to immediately dispatch on the first call on your alarm signal from your TeleSpy™ alarm system.

The Multiple Call Verification delay requirement is completely superceded and eliminated. Police cars and resources are dispatched immediately under a high priority "Verified - In Progress" status.

TeleSpy™ - ...*when you want the best for everyone.*