

**RFP 2051, FALSE ALARM ADMINISTRATION  
QUESTION & ANSWER NO. 01**

#	VENDOR QUESTIONS:	COUNTY RESPONSES:
1.	Can you please provide the following information about the County's alarm program?	Yes, please see answers below.
a.	What is the total number of false alarms in the years 2015, 2016, and 2017, year-to-date?	Please refer to the email dated 2/12/2018 titled 2017 Alarm Program End of Year Review.
b.	What is the total number and dollar amount of the alarms waived in the years 2015, 2016, and 2017, year-to-date?	Please refer to document titled COUNTY RESPONSES TO VENDOR QUESTIONS.
c.	What is the total amount billed for false alarms in the years 2015, 2016, and 2017, year-to-date?	Please refer to document titled COUNTY RESPONSES TO VENDOR QUESTIONS.
d.	What is the total amount collected for false alarms in the years 2015, 2016, and 2017, year-to-date?	Please refer to document titled COUNTY RESPONSES TO VENDOR QUESTIONS.
e.	What is the collection rate for false alarms in the years 2015, 2016, and 2017, year-to-date?	Please refer to document titled COUNTY RESPONSES TO VENDOR QUESTIONS.
f.	What is the total number of active alarm systems at the end of years 2015, 2016, and 2017, year-to-date?	The number of known active alarm systems at the end of 2015 = 23,252; 2016 = 23,059; 2017 = 23,394; and as of 4/30/18 = 23,632. We know that some alarm companies are not reporting their customer lists to us so the numbers are actually higher by an unknown amount.
2.	What alarm information is currently being transferred between the County's Hexagon (Intergraph) CAD system and the current vendor's alarm program software? How often is the information transferred?	South Sound 911 created an automated report of all alarm calls in spreadsheet form and it contains all the information recorded for each alarm call event. This automated report gets delivered to the contracted company and the Alarm Coordinator every Tuesday and Friday.
3.	Is the County reducing false alarms as expected?	Yes, please refer to the email dated 2/12/2018 titled 2017 Alarm Program End of Year Review.
4.	Are there specific elements of the current alarm program that the County would like to see improved?	Yes, we are currently working on updating and improving verbiage in our alarm ordinance. We would also like to change our alarm ordinance to require alarm companies to register alarm users at the point of sale. We want to bill for false alarms weekly.
5.	How many hard copies of the proposal should we submit?	I believe the RFP states three (3) copies are required.
6.	What were the program revenues in 2017 broken down by alarm registration and false alarms? Total of invoices sent for each and collected amounts?	Please refer to document titled COUNTY RESPONSES TO VENDOR QUESTIONS - PART 2.
7.	All online transactions incurred a \$3.00 processing fee?	Yes. Each individual bill paid online incurred a \$3.00 service fee.

**Sent:** Monday, February 12, 2018 01:35 PM  
**Subject:** 2017 ALARM PROGRAM END OF YEAR REVIEW

Email Dated 2/12/18 - 2017 Alarm  
Program End of Year Review

Hi Everyone,

### **2017 Alarm Program End of Year Summary**

As of the end of 2017, PCSD has now implemented the current alarm ordinance for 10 consecutive years.

The PCSD Alarm Program was created in 1993 to address the problem of false alarms. At that time, requests for response to alarms was the number one call for service at the 911 Dispatch Center, with a 98-99% false alarm rate. The cost of responding greatly impacted Sheriff's Department resources. The original program was created with the goal of saving law enforcement resources for emergencies and higher priorities and to reduce false alarm responses.

After years of evolution, the PCSD Alarm Program has become very successful in reaching the original goal with our third alarm ordinance. This third and current ordinance takes more to administer and we do use a third party. But the success we have experienced has been sustained for the last 10 years. The result has been a huge savings of law enforcement manpower and resources that can be used more effectively for emergencies, priority calls, and other activities.

We are currently working on making some changes to update and improve our current alarm ordinance. In the fall of 2017, I was asked to provide the County Council Committee with a review of the Alarm Program and proposed ordinance changes. Attached you will find a copy of the PowerPoint presentation given at the Council meeting.

### **Alarm Call Statistics**

Attached you will find statistical reports on alarm calls updated through December 2017. **Please read the text box below each spreadsheet for an explanation of each report.**

**NOTE:** The first 3 attachments (All Alarm Calls, All Billable False Alarms and All Canceled Alarms) have 2 tabs at the bottom. The second spreadsheet shows the breakdown of residential and commercial data beginning in 2016 when this information became available through the Intergraph software system South Sound 911 implemented. These reports show numbers only from 2007 (year prior to implementing the current ordinance) to 2017.

All Alarm Calls

All Billable False Alarm Calls

All Canceled Alarm Calls

**NOTE:** The next 3 spreadsheets compare 2007 (year prior to current ordinance) to 2017. Panic alarm statistics do not change much from year to year because there are no requirements for responding--we respond to all these calls unless they are canceled prior to arrival. But the current ordinance that began in 2008 does have requirements for responding to burglary alarm calls. The impact of the ordinance can be seen most easily on the highlighted spreadsheet comparing the billable burglary alarm calls from 2007 to 2017; there is an 85.6% reduction in billable false alarms (alarm calls we did not need to respond to).

Comparison of All Alarm Calls

**Comparison of All Billable False Alarm Calls**

Comparison of All Canceled Alarm Calls

**NOTE:** The last 3 spreadsheets compare year to year statistics and show a comparison of 2016 to 2017.

2 Year Comparison of All Alarm Calls

2 Year Comparison of All Billable False Alarm Calls

2 Year Comparison of All Canceled Alarm Calls

**Alarm User Statistics**

The chart below shows the breakdown of alarm users in unincorporated Pierce County as of 12/31/2017.

PIERCE COUNTY ALARM USERS AS OF 12/31/17			
Pierce County Alarm User Statistics	Total YTD	Category %	Total %
Total Resident	17,427		74.49%
Active	10,141	58.19%	
Expired or Non Permit Holder	5,602	32.15%	
Suspended	1,402	8.04%	
Revoked	282	1.62%	
Total Resident - Senior	3,273		13.99%
Active	2,736	83.59%	
Expired or Non Permit Holder	337	10.30%	
Suspended	163	4.98%	
Revoked	37	1.13%	
Total Resident - Disabled	515		2.20%
Active	388	75.34%	
Expired or Non Permit Holder	89	17.28%	
Suspended	30	5.83%	
Revoked	8	1.55%	
Total Business	2,143		9.16%
Active	1,157	53.99%	
Expired or Non Permit Holder	701	32.71%	
Suspended	249	11.62%	
Revoked	36	1.68%	
Total Exempt Permit Fee (government/schools)	36		0.15%
Active	30	83.33%	
Expired or Non Permit Holder	6	16.67%	
Suspended	0	0.00%	
Revoked	0	0.00%	
<b>Total # Alarm Users in Database</b>	<b>23,394</b>		<b>100.00%</b>
<b>Total Residential</b>	<b>21,215</b>		<b>90.69%</b>
<b>Total Business (Commercial)</b>	<b>2,179</b>		<b>9.31%</b>
<b>Total # Alarm Users in Database</b>	<b>23,394</b>		<b>100.00%</b>

Thank you.

COUNTY RESPONSES TO VENDOR QUESTIONS:

1. b. What is the total number and dollar amount of the alarms waived in the years 2015, 2016, and 2017, year-to-date?

Year	Number of Alarm Bills waived	Total Amount of Alarm Bills waived
2015	298	\$ 24,536.50
2016	205	\$ 23,961.00
2017	174	\$ 18,911.00
2018	47	\$ 5,451.00

1.c. What is the total amount billed for false alarms in the years 2015, 2016, and 2017, year-to-date?

Year	Billed Amount
2015	\$ 131,188.50
2016	\$ 125,514.00
2017	\$ 130,839.00
2018	\$ 52,549.00

1.d. What is the total amount collected for false alarms in the years 2015, 2016, and 2017, year-to-date?

Year	Receipt Amount
2015	\$ 109,114.50
2016	\$ 104,092.00
2017	\$ 101,500.00
2018	\$ 19,573.00

1.e. What is the collection rate for false alarms in the years 2015, 2016, and 2017, year-to-date?

Year	Collection Rate %
2015	83%
2016	83%
2017	78%
2018	37%

COUNTY RESPONSES TO VENDOR QUESTIONS – PART 2:

6. What were the program revenues in 2017 broken down by alarm registration and false alarms? Total of invoices sent for each and collected amounts?

<b>Year</b>	<b>Type</b>	<b>Billed Amount</b>	<b>Receipt Amount</b>
2017	Alarm Registration Fee	\$ 321,855.31	\$ 308,542.31
2017	False Alarm Fine	\$ 130,839.00	\$ 101,500.00