

**F**ire  
Department

DATE: February 2, 2004

TO: Public Safety Committee

RE: CEMS Response Times

**Gregory L. Walterhouse, Fire Chief**

Month/Year	8 Minutes or Less	Average Response Time
May 2001	91%	6:03
June 2001	88%	5:57
July 2001	93%	5:49
August 2001	95%	5:59
September 2001	89%	5:34
October 2001	89%	6:07
November 2001	No Report	
December 2001	No Report	
January 2002	82%	6:06
February 2002	81%	6:20
March 2002	85%	6:18
April 2002	77%	6:24
May 2002	80%	6:32
June 2002	79%	6:08
July 2002	73%	6:31
August 2002	80%	6:11
September 2002	79%	6:24
October 2002	83%	6:15
November 2002	33%	9:48
December 2002	80%	3:44
<b>Average</b>	<b>81%</b>	<b>6:05</b>

All data for this report was generated and provided by CEMS.

**Rochester Hills Fire Department  
Bravo (Ambulance) Staffing Statistics**

**6/1/03 to 8/31/03**

**10/1/03 to 12/31/03**

**0500 to 1700**

**0500 to 1700**

Unit	Total Responses	Response With 1	%	Total Response	Response With 1	%
B22	85	28	33%	177	17	9%
B23	76	40	53%	140	13	9%
B24	120	46	38%	99	51	52%
B25	115	62	54%	109	62	57%

**1700 to 0500**

**1700 to 0500**

Unit	Total Responses	Response With 1	%	Total Response	Response With 1	%
B22	86	2	2%	69	2	3%
B23	46	5	11%	65	8	12%
B24	66	2	3%	72	8	11%
B25	88	18	20%	65	17	26%

Incident Response Time Analysis

Alarm Date Between {10/01/03} And {12/31/03} and  
Incident Type Between "300 " And "381 " and  
Alarm Type = "1 "

AVG RESPONSE TIME  
FOR FIRST UNIT.

Response Hrs Mins	Count	Percentage
00	7	1.1%
01	16	2.7%
02	41	6.9%
03	96	16.2%
04	119	20.1%
05	114	19.3%
06	76	12.8%
07	67	11.3%
08	21	3.5%
09	20	3.3%
10	6	1.0%
11	1	0.1%
12	3	0.5%
13	1	0.1%
14	1	0.1%
15	1	0.1%
<hr/>		
	590	

8 MINOR LESS  
94.8%

Overall Average Response Time: 00:04:50

Rochester Hills Unit Response Time Analysis

Alarm Date Between {10/01/03} And {12/31/03} and  
Unit Resource Type = "75 " and Response Code =  
"1 "

AVG. RESPONSE TIME

FOR AMBULANCES

Response		Count	Percentage	
Hrs	Mins			
<	01	4	0.8%	
	01	3	0.6%	
	02	15	3.2%	
	03	31	6.6%	
	04	44	9.4%	
	05	47	10.0%	
	06	43	9.2%	
	07	61	13.0%	
	08	55	11.7%	
	09	52	11.1%	
	10	32	6.8%	
	11	27	5.7%	
	12	17	3.6%	
	13	13	2.7%	
	14	9	1.9%	
	15	8	1.7%	
	16	1	0.2%	
	17	2	0.4%	
	18	1	0.2%	
	19	2	0.4%	

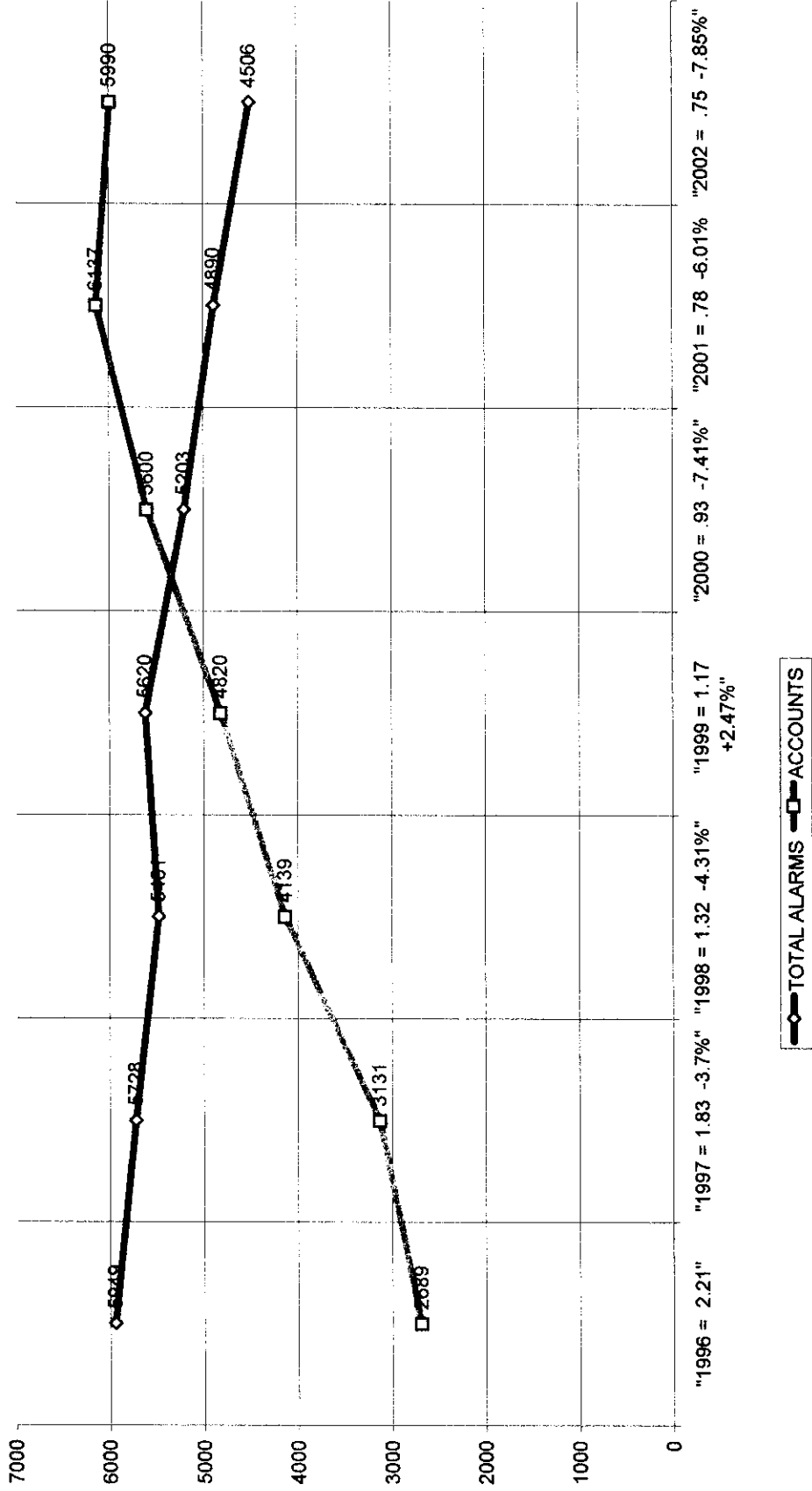
12 MIN OR LESS  
92.5%

Overall Average Response Time: 00:07:26

# False Burglary Alarms Vs. Accounts, by Year

Overall 1996-2002

122% Increase in accounts, 24% Decrease in alarms



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Success of the Salt Lake City Police Department  
Verified Response Alarm Program  
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Press Release Regarding False Alarms

In the United States in 1998, police responded to approximately 38 million alarm activations, at an estimated annual cost of \$1.5 billion. Most of the activations were burglar alarms, which proved to be between 98-99% false. In the United States alone, solving the problem of false alarms would by itself relieve 35,000 officers from providing an essentially private service.

The Salt Lake City Police Department has solved this burden on our department with the Verified Response Alarm Program. The alarm companies are required to verify an automatic alarm signal via an eyewitness before an officer is dispatched. Should the private guard discover an open door or broken window, an officer is dispatched to the scene as a high priority. Officers are no longer responding on alarms caused by cleaning crews, kids, cats, dogs and balloons. Police continue to respond to the human activated alarms such as robbery, panic and duress.

Alarm response decreased dramatically by 90%. We experienced a decrease in high priority calls for service response times. Burglaries decreased during the first year of implementation. Burglaries the second year increased by 3%. An in-depth study of 2001 burglary cases revealed some shoplifting and larceny cases were included in the burglary count. Burglary cases separated from these other cases for 2001 indicated a 1.9% decrease.

This program has been a win-win for our citizens, alarm companies and the police department since it became ordinance in 2000. Citizens are receiving a much faster response to their alarm signal from the private guard companies for an additional \$5.00 per month to their monitoring account. Police officers can now be redirected to actual public safety needs.

Salt Lake City was a winner in the Herman Goldstein Award for Excellence in Problem Oriented Policing and the International Chiefs of Police - Webber Seavey Award in 2001 for the Verified Response Program. We are currently a semi-finalist in the "Innovations in American Government" award sponsored by Harvard University.

Las Vegas Metro Police Department began Verified Response in 1991 and also achieved a 90% reduction in alarm responses. False alarms are a national problem for police, with some departments utilizing 25 - 30% of their patrol resources on a call, which are predictably 98 -99% false. Eight other cities currently practice Verified Response, fifty-three cities are moving in this direction, and a national awareness has begun with police departments to shift the burden of false alarms to the industry that created the problem and has the ability to solve it.

Chief Charles F. "Rick" Dinse Salt Lake City Police Department Contact  
Information -----

Sgt. Fred Louis  
Salt Lake City Police Department  
Public Information Office  
315 East 200 South  
Salt Lake City, Utah 84111

Phone 801-799-3441  
Pager 801-249-7168  
Fax 801-799-3419