

Mayor Reid and Members of the City Council,

As a licensed contractor in North Carolina and a member of the North Carolina Security and Low Voltage Association (NCSLVA), I am writing to respectfully ask that the city postpone consideration of the proposal by Chief Trent Conard to enact verified response on all burglar alarms.

Public safety is at the core of what we do, and because of that, our industry has worked closely with public and private partners to encourage responsible alarm management. We routinely collaborate with cities and police departments to enhance alarm policies and have even crafted a model ordinance that has a proven history of helping municipalities **significantly** reduce the number of false alarms that law enforcement responds to, without risking public safety.

Studies have shown that the vast majority of false alarms are caused by a handful of users, which is why our industry supports measures that target the actions of that group of chronic abusers. Verified response ordinances force all users regardless of their past alarm activation history hire guard services that delay police response. In a worst case scenario, as what has occurred in Dallas, TX, become their own first responder and come face to face with perpetrator(s) and escalate the situation to something other than a burglary.

Nationally, voters and businesses rank public safety among their top issues of concern. Purposely delaying or even denying law enforcement response to calls for help from those who can least afford to enhance their security systems could further exacerbate this issue, particularly if criminals become aware of this change to response policy.

For more than 20 years, the alarm industry has worked closely with organizations such as the International Association of Chiefs of Police (IACP) and National Sheriffs' Association (NSA), to develop a Model Alarm Ordinance that has *proven* to significantly reduce alarm dispatches and allows for cost recovery. Not only do the IACP and NSA endorse this approach/model it has officially been approved by the North Carolina Association of Chiefs of Police (NCACP). We estimate that more than 2,000 law enforcement agencies have used a version of the model ordinance.

When the ordinance is implemented and enforced it:

- Is proven in cities large and small to reduce calls for service by 30-67 percent in the first year!
- Generated income to help fund police response.
- Can be administered by a third party at little to no expense to the City.
- Assures that civilians do not undertake the dangerous practice of responding to alarms at their home or place of business.

We understand your citizens are trying to do their part to prevent crime and provide security to their loved ones and property. Together, with the police department, the NCACP Alarm Management Committee, the North Carolina Security and Low Voltage Alarm Association (NCSLVA) and the Security Industry Alarm Coalition (SIAC), we can help relieve the problem of excessive false alarms and maintain the security and safety of your citizens. Together with the board of directors of the NCSLVA we are ready to assist your community in developing and implementing the very best and safest practices in alarm management.

Sincerely,