

## Excessive Alarm and Dispatch Reduction Plan, Puerto Rico

### Current State of Puerto Rico

(03/01/2015 - 05/31/2015)

	Active Sites	Operator Handled Signals	Avg Operator Handled Signals / Site	Signals Resulting in Dispatch	% Signals Resulting In Dispatch	Actual Dispatch Requests	Avg Dispatch Requests / Site
<b>Puerto Rico</b>	39,200	204,181	5.21	33,668	16.50%	30,000	0.77
<b>Other</b>	1,127,173	1,620,986	1.44	175,081	10.80%	150,053	0.13

	Sites with Operator Handled Signal	% Sites with Operator Handled Signal	Sites with Dispatch Request	% of Sites with Dispatch Request
<b>Puerto Rico</b>	27,886	71.10%	11,549	29.50%
<b>Other</b>	446,533	39.60%	110,027	9.80%

### Monitoring Procedure Change

**1) Add abortable-burg to reduce the number of calls needed to close out an already canceled alarm**

#### **Puerto Rico**

Equipment Type	Signals	Cancel Signal prior to Alarm Access
Motion/Photobeam	75,576	9,041   12.00%
Contact(Door)	76,799	16,355   21.30%
Missing Zone	27,629	1,419   5.10%

➤ 347 accounts set with abortable-burg option (0.9%)

#### **English**

Equipment Type	Signals	Cancel Signal prior to Alarm Access
Contact(Door)	709,152	175,023   24.70%
Missing Zone	340,798	15,703   4.60%
Motion/Photobeam	275,191	50,906   18.50%

➤ 2,164 accounts set with abortable-burg option (0.2%)

- This update will be communicated through a letter, explaining the procedural change and how call back is not necessary with a cancel. Train Care on how to handle questions and give customers the option to revert back to original programming.
- Work with PR dealers to always install panels with this feature in place.

## Customer Education

- 1) If identified as high activity customer at any point in tenure, send letter educating on false alarms
  - Include insert detailing what causes motion sensors and alarms to trigger
  - Include false alarm prevention card matching system type

### Puerto Rico

Equipment Type	Signals		PD	
Motion/Photobeam	75,576	37.00%	16,079	48.90%
Contact(Door)	76,799	37.60%	7,376	22.40%
MissingZone	27,629	13.50%	5,660	17.20%

### English

Equipment Type	Signals		PD	
Contact(Door)	709,152	43.70%	71,582	47.80%
Motion/Photobeam	275,191	17.00%	40,279	26.90%
MissingZone	340,798	21.00%	20,206	13.50%

- 2) 4 total dealers in PR (2 CM/2PUR) - work with RAM to help dealers educate customer during install/service call
  - What triggers an unnecessary alarm and how to prevent them
  - Inspection report included (no additional insight)

### Puerto Rico Installs p/Month

(06/2014 - 05/2015)

Month	PR	Other
2014-06	743	18,129
2014-07	743	18,507
2014-08	755	17,057
2014-09	792	14,795
2014-10	669	15,392
2014-11	663	12,737
2014-12	927	12,875
2015-01	730	13,404
2015-02	728	12,780
2015-03	835	15,572
2015-04	688	15,656
2015-05	682	16,704
<b>Average</b>	<b>746</b>	<b>15,301</b>

**Excessive Zone Notification**

- 1) **Notify customers of high activity with a warning to reduce future activity**
  
- 2) **If high activity continues, send letter explaining that Guard Response added to site and will charge per incident**
  
- 3) **Add 7 day no dispatch to newly installed systems**
  - Dealer can make this part of educating customer and explain purpose of 7 day no dispatch

**Puerto Rico Dispatch Rate**  
(03/01/2015 - 05/31/2015)

Signals	Sites	% of Total Sites
0	12,173	31.10%
1	482	1.20%
2	5,148	13.10%
3	255	0.70%
4	3,907	10.00%
5	142	0.40%
6	2,876	7.30%
7	97	0.20%
8	2,270	5.80%
9	55	0.10%
10+	11,795	30.10%
	<b>39,200</b>	

Police Dispatches	Sites	% of Total Sites
0	27,784	70.90%
1	6,159	15.70%
2	2,306	5.90%
3	1,120	2.90%
4	560	1.40%
5	350	0.90%
6	200	0.50%
7	152	0.40%
8	102	0.30%
9	83	0.20%
10+	384	1.00%
	<b>39,200</b>	

	Puerto Rico		Other	
Tenure	PD Dispatches	% of Total	PD Dispatches	% of Total
000-007 Days	806	2.70%	2,461	1.90%
008-030 Days	1,221	4.20%	3,927	3.10%
031-060 Days	1,143	3.90%	3,586	2.80%
061-090 Days	895	3.00%	2,753	2.20%
90+ Days	25,282	86.10%	114,856	90.00%
	<b>29,347</b>		<b>127,583</b>	
Tenure	Signals	% of Total	Signals	% of Total
000-007 Days	5,177	2.50%	45,091	2.80%
008-030 Days	6,796	3.30%	42,379	2.60%
031-060 Days	6,619	3.20%	40,202	2.50%
061-090 Days	5,269	2.60%	30,974	1.90%
091+ Days	180,320	88.30%	1,461,485	90.20%
	<b>204,181</b>		<b>1,620,131</b>	

**Additional Efforts**

- 1) Discuss possible funding limitations we can apply to two PR dealers w/new installs
  - Number of motion sensors allowed, educating customers, entry delay, adding two-way, etc.
  - Add more detailed question to funding survey asking if customer understands how to use alarm
    - What to do/not to do when arming
    - What triggers motion sensors
  
- 2) Give dealer incentive to install 2-way option to increase contract made prior to dispatch
  - Push with service calls and new installs

Phone Calls							Two-Way						
Hour	Total Calls	% of Total Calls	Contact Made	% With Contact Made	Cancel Dispatch	% Contact Made With Cancel Request	Hour	Total Attempts	% of Total Attempts	Contact Made	% with Contact Made	Cancel Dispatch	% Contact Made With Cancel Request
0	1,966	1.60%	657	33.40%	17	2.60%	0	133	3.90%	63	47.40%	4	6.30%
1	1,700	1.40%	562	33.10%	12	2.10%	1	103	3.10%	48	46.60%	7	14.60%
2	1,598	1.30%	540	33.80%	16	3.00%	2	67	2.00%	33	49.30%	3	9.10%
3	1,948	1.60%	625	32.10%	13	2.10%	3	63	1.90%	31	49.20%	0	0.00%
4	3,050	2.40%	1,089	35.70%	37	3.40%	4	43	1.30%	20	46.50%	0	0.00%
5	4,726	3.80%	1,934	40.90%	51	2.60%	5	45	1.30%	20	44.40%	0	0.00%
6	6,718	5.40%	2,684	40.00%	79	2.90%	6	46	1.40%	17	37.00%	2	11.80%
7	9,875	7.90%	3,544	35.90%	81	2.30%	7	97	2.90%	57	58.80%	3	5.30%
8	9,548	7.60%	3,553	37.20%	57	1.60%	8	164	4.90%	104	63.40%	4	3.80%
9	7,646	6.10%	3,030	39.60%	66	2.20%	9	233	6.90%	157	67.40%	1	0.60%
10	7,548	6.00%	3,109	41.20%	60	1.90%	10	220	6.50%	120	54.50%	8	6.70%
11	7,783	6.20%	3,285	42.20%	64	1.90%	11	192	5.70%	97	50.50%	4	4.10%
12	7,774	6.20%	3,313	42.60%	79	2.40%	12	164	4.90%	70	42.70%	4	5.70%
13	7,731	6.20%	3,360	43.50%	58	1.70%	13	164	4.90%	44	26.80%	8	18.20%
14	7,367	5.90%	3,120	42.40%	69	2.20%	14	190	5.60%	47	24.70%	13	27.70%
15	6,325	5.00%	2,673	42.30%	89	3.30%	15	207	6.10%	58	28.00%	1	1.70%
16	5,948	4.70%	2,513	42.20%	82	3.30%	16	166	4.90%	53	31.90%	7	13.20%
17	5,229	4.20%	2,106	40.30%	80	3.80%	17	186	5.50%	71	38.20%	7	9.90%
18	4,953	4.00%	2,046	41.30%	57	2.80%	18	166	4.90%	78	47.00%	10	12.80%
19	4,258	3.40%	1,718	40.30%	66	3.80%	19	167	4.90%	82	49.10%	11	13.40%
20	3,553	2.80%	1,547	43.50%	59	3.80%	20	168	5.00%	97	57.70%	5	5.20%
21	3,118	2.50%	1,342	43.00%	44	3.30%	21	163	4.80%	84	51.50%	4	4.80%
22	2,845	2.30%	1,125	39.50%	37	3.30%	22	109	3.20%	57	52.30%	5	8.80%
23	2,054	1.60%	817	39.80%	14	1.70%	23	118	3.50%	61	51.70%	6	9.80%
	<b>125,261</b>		<b>50,292</b>	<b>40.10%</b>	<b>1,287</b>	<b>2.60%</b>		<b>3,374</b>		<b>1,569</b>	<b>46.50%</b>	<b>117</b>	<b>7.50%</b>

3) Improve ECV contact list (6% not ECV compliant)

ECV Phones	CM Sites	PUR Sites	Total	% of Total
0	0	116	116	0.30%
1	111	2,195	2,306	5.90%
2	1,907	30,255	32,162	82.10%
3+	269	4,339	4,608	11.80%
	<b>2,287</b>	<b>36,905</b>	<b>39,192</b>	

Equipment Type	Signals	Signals From Sites with Less Than 2 Contact Phones	
		Count	%
Motion/Photobeam	75,576	6,684	8.80%
Contact(Door)	76,799	5,765	7.50%
Missing Zone	27,629	2,710	9.80%
Contact(Window)	16,735	1,081	6.50%

4) Push ADC message on 2GIG and Honeywell Lynx Touch L5100

Puerto Rico

	Total Sites	Cellular	Digital	Two-Way
CM	2,267	2,086	181	88
PUR	36,933	33,175	3,758	4,118
	<b>39,200</b>	<b>35,261</b>	<b>3,939</b>	<b>4,206</b>

English

	Total Sites	Cellular	Digital	Two-Way
CM	95,417	59,529	35,888	24,784
PUR	1,025,432	692,470	332,962	445,296
	<b>1,120,849</b>	<b>751,999</b>	<b>368,850</b>	<b>470,080</b>

systype_descr	Sites	% of Total
Honeywell Lynx Plus L3000	11,247	28.7%
Go Control	10,348	26.4%
Honeywell Lynx Touch L5100	7,977	20.3%

systype_descr	Sites	% of Total
Go Control	314,376	28.00%
GE Simon XT Sia	160,682	14.30%
Monitronics GE Simon XT Sia	83,882	7.50%

5) Put "double knock" rule in place to reduce the number of zones requiring response

Puerto Rico

Equipment Type	Signals		PD Dispatch Requests	
Motion/Photobeam	75,576	37.00%	16,079	48.90%
Contact(Door)	76,799	37.60%	7,376	22.40%
Missing Zone	27,629	13.50%	5,660	17.20%

English

Equipment Type	Signals		PD	
Contact(Door)	709,152	43.70%	71,582	47.80%
Motion/Photobeam	275,191	17.00%	40,279	26.90%
Missing Zone	340,798	21.00%	20,206	13.50%

Current "Double Knocks" with No Cancel

	Motion/Photobeam Signals	Multiple Zones Received		Multiple Zones Received / No Cancel	
Puerto Rico	75,576	19,157	25.30%	16,118	21.30%
English	275,191	95,740	34.80%	74,201	27.00%

## Supporting Information

### Puerto Rico Dispatch Requests

Equipment Type	Signals		Dispatch Requests							
			PD		GD		FD		MD	
Motion/Photobeam	75,576	37.00%	16,079	48.90%	279	63.80%	13	5.90%		
Contact(Door)	76,799	37.60%	7,376	22.40%	110	25.20%	14	6.40%	5	4.40%
Missing Zone	27,629	13.50%	5,660	17.20%	28	6.40%	107	48.60%	65	57.00%

### English (remaining US) Dispatch Requests

Equipment Type	Signals		Dispatch Requests							
			PD		GD		FD		MD	
Contact(Door)	709,152	43.70%	71,582	47.80%	3,015	54.00%	278	2.00%	115	1.90%
Motion/Photobeam	275,191	17.00%	40,279	26.90%	1,670	29.90%	128	0.90%	50	0.80%
Missing Zone	340,798	21.00%	20,206	13.50%	409	7.30%	3,744	27.30%	2,072	34.10%

### Puerto Rico Disconnect Rate

Month	Sites Canceled	% of Base
2014-06	393	1.00%
2014-07	413	1.10%
2014-08	435	1.10%
2014-09	435	1.10%
2014-10	484	1.20%
2014-11	451	1.20%
2014-12	496	1.30%
2015-01	466	1.20%
2015-02	493	1.30%
2015-03	530	1.40%
2015-04	572	1.50%
2015-05	478	1.20%
<b>Average</b>	<b>471</b>	<b>1.20%</b>

### English Disconnect Rate

Month	Sites Canceled	% of Base
2014-06	14,326	1.30%
2014-07	16,132	1.40%
2014-08	16,489	1.50%
2014-09	15,310	1.40%
2014-10	14,534	1.30%
2014-11	13,509	1.20%
2014-12	13,374	1.20%
2015-01	12,274	1.10%
2015-02	12,600	1.10%
2015-03	13,036	1.20%
2015-04	13,509	1.20%
2015-05	12,531	1.10%
<b>Average</b>	<b>13,969</b>	<b>1.20%</b>

### Puerto Rico

	Sites	% of Total
Statement	7,504	19.10%
Auto Debit	31,753	80.90%
	<b>39,257</b>	

<b>Average RMR</b>	<b>\$45.58</b>
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### English

	Sites	% of Total
Statement	381,577	34.00%
Auto Debit	739,403	66.00%
	<b>1,120,980</b>	

<b>Average RMR</b>	<b>\$41.71</b>
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