



Testimony of Robert J. McVeigh

Past President of the Connecticut Alarm and Systems Integrators Association

Raised Bill No. 239

AN ACT REQUIRING VERIFICATION TO REDUCE FALSE ALARMS

March 1, 2016

Connecticut General Assembly

Committee on Public Safety and Security

Senator Larson, Representative Dargan and distinguished members of the Public Safety Committee:

My name is Robert McVeigh. I am currently the Vice President and General Manager of Security Solutions Inc. located in Norwalk CT. I have over 25 years' experience in the alarm industry and have worked and volunteered in many roles for the industry as a whole. I am the past president of the Connecticut Alarm and Systems Integrators Association, past Chairman of the Industry Affairs Committee of the national Electronic Security Association, and current member of the Connecticut police Chiefs Association Public Private Sector Committee. In my Volunteer work I have had the opportunity to work on many false alarm ordinances throughout the state and country, and one theme in all the successful legislation has been Multiple Call Verification (MCV). Now with Raised Bill #239 Connecticut can follow other successful states to reduce unnecessary dispatch of police resources and allow them to be more efficient in fighting crime. I strongly support Raised Bill #239.

Security Solutions operates a UL Listed Monitoring Response Center for all types of alarm systems. Our customers have benefited from the use of Multiple Call Verification for over eight years to reduce the unnecessary dispatches of police to their homes and businesses. Also the dealers who subcontract the use of our monitoring center enjoy the same benefit. Some dealers were hesitant to employ MCV fearing it would slow police response, when in reality it has allowed for faster response due to the dramatic reduction of unnecessary dispatches. This new bill would allow us as an association and industry representative to compel all monitoring centers to employ two call verification, thus reducing false dispatches across the board. Most alarm activations are due to customer error, especially when leaving the premises. When a monitoring center makes the first call to the premises, many times the customer has just left. Making the second call to the cell phone often results in the customer providing the password



and avoiding the unnecessary dispatch. Usually they are only a short distance away and can return to reset the system. This helps to avoid potential embarrassment, wasted valuable police personnel time and local monetary municipal fines.

MCV has been an integral part of the national model alarm ordinance for many years. Connecticut will not be the first state to enact this type of legislation. Florida, Georgia, Tennessee, Alabama, Mississippi and Texas all currently have multiple call verification on the books, with other states such as South Carolina and Michigan soon to follow. Several towns in Connecticut already have it written into their local ordinance.

Rightfully this bill is excluding Fire alarms and Burglary hold-up or panic alarms. I would recommend including the word Intrusion Alarm system under the definition section of Alarm Verification. I would also recommend contacting an authorized person using a different 2nd telephone number in the same section. I believe these minor adjustments would further strengthen this bill.

In closing I strongly encourage you to move this bill to ultimate passage. I believe it will reduce the strain on police resources, and also strengthen the working relationship between the police and the alarm community.

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