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## New voices join alliance for video-verified alarms



by: Rich Miller - 12/12/2012

The Partnership for Priority Video Alarm Response has added four new voices to its campaign to increase arrests and reduce property losses through the use of video-verified alarms.

Joining the PPVAR's board of directors are Jacqueline Grimm, vice president of security solutions for Diebold Inc.; Douglas Curtiss, president of Sonitrol New England; Jon Bolen, chief technology officer for Interface Security Systems; and Robert Baxter, president of Radius Security.

The new directors from the security industry will work with representatives from the National Sheriffs Association and the National Insurance Crime Bureau, an alliance of groups that would have seemed unlikely a few years ago.

"We're pleased to join PPVAR to promote priority response to video alarms that are verified by a certified central station," Grimm said in a prepared statement from the partnership. "[Diebold has] offered alarm verification services for many years, and our focus on priority response, apprehension and risk reduction provides comprehensive threat protection. Also, by assisting law enforcement with a second-by-second situation analysis, we can help improve officer and customer safety while increasing criminal apprehension rates."

Bolen, who was the chief product officer for Westec before it was recently acquired by Interface, is a 15-year veteran of video verification. He cited its benefits by breaking down the numbers.

"We have reduced and maintained our dispatch rate to less than 3 percent of events handled by our operators, meaning that over 97 percent of the alarms we receive are resolved without the costly, and often needless, intervention of authorities," he said in the PPVAR statement. "We are pleased to join an organization promoting this kind of value."

Curtiss of Sonitrol, which has a history working with police to make arrests through audio verification, echoed Bolen's sentiments.

"Whether it is audio or video, the operator is a witness to a crime in progress," he said. "From my perspective, the 'V' in PPVAR is 'verification.' We support his organization and its work to reduce false alarms and make more arrests."

Canada gets a nod in the PPVAR with the addition of Baxter. He is president of Radius Security, a Greater Vancouver video monitoring central station.

"Alarm response in many cities in Canada has been degrading as budgets and police resources decline," he said. "Video-verified alarms help us provide greater security for our customers and reduce false alarms for our law enforcement partners."

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