



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink January, 2014

- **FARA News**
 - Many Options for Dining and More in Baltimore
 - FARA Survey
 - A Story of Success
 - I'd be Lion if...
 - Mid-Atlantic Chapter Scoop
 - Nominations Needed for FARA Members of the Year!
 - Elections will be Held In 2014
 - FARA's Believe it or Not
- **General News**
 - US law enforcement deaths fall to 50-year low, report finds
- **Door to Door Sales**
- **Public Safety Updates**
- **Industry News**
 - Please Share Your Newsletters and Tips with Us
 - FARA Mission Statement
 - Contact Us

Thanks to Institute Sponsors!

Without the FARA Institute and our generous contributors, FARA training symposiums would not be possible. Many, many heartfelt thanks go out to all of our Institute donors as follows:

Platinum (\$3000 or more donation)

National Electronic Security Alliance (NESA)
Arkansas Security Alarm Association (ASAA)
Texas Burglar & Fire Alarm Association (TBFAA)

Gold (\$1000)

California Alarm Assn.
CANASA
Orange County & Inland Empire Alarm Associations
Monitronics Security
Vector Security, Inc.

Silver Sponsor (\$500)

IQ Certification Program

Sponsor (\$100)

IE Alarm Systems

What I Learned at the 2013 FARA Symposium

By: Carolyn Green, RFI Security



I would like to share my experience of attending my first FARA symposium. I didn't know what to expect, but let me tell you all that I learned. I know that FARA means False Alarm Reduction Association; however, coming from the telecommunications world (AT&T for 30 years) and not ever having an alarm system of my own, I wasn't familiar with a group that supported alarm companies and agencies. I had a knowledgeable trip. I networked and gained insight on a variety of topics. I will share a few of those.

The FARA website has a lot of useful information www.faraonline.org. The website contains bulletins, favorite resources, monthly newsletters, and over 50 people to help you. You can send a FARA assistance request and they will reach out to members to help you with your request. FARA can offer a chance to build leadership skills by helping on committees and team building.

I briefly talked with Sue Smeltzer with Greenville Police Department, and Dee Dee Smith with City of Raleigh Police Department. They both explained that the ordinances were put in place to make sure alarm companies took care of their problems. The police agencies were more concerned with reducing false alarms, than making money. Both agencies agreed that the first false alarm, a post card would be sent to the residence or business. The second false alarm would get a letter stating that they would have to attend a false alarm class. The third false alarm would get a fine from \$50-\$200. They have been very successful and have reduced false alarms over a 5 year period by 65%. I realized after hearing from other jurisdictions that every police department can charge different amounts and that ordinances can be changed quite often. I shared that RFI Security is a 3rd party monitoring station, and they might talk to us as other companies we monitor not only RFI.

The session on SIAC was full of information www.siacinc.org. It had tips on how to use an alarm. It is basically end user education. The PowerPoint's were very helpful, and the speakers were very knowledgeable. The website can be used to educate our dealers and customers, and you can copy and paste any of the information you might need. Currently the installation tech does all end user training. Usually the end user is in a hurry or is anxious for the tech to leave and might not be as knowledgeable as they can be. I brought back a False Alarm Prevention information sheet. This is an information page for Alarm Users. I feel the information on this sheet can help the dispatchers when they are confronted by an end user that is not fully aware of their system, and also we can send the information to the customer. The session on Fire Codes was very informative. I found out that we cannot place fire systems on test for longer than eight hours unless the request is made in writing.

The public safety symposium had a lot of good information. It gave us insight that the future is the smart phone. It was said that we will reduce false alarms by using our smart phone. Many end users can now view, arm disarm, and verify alarms, with their smart phones. I look forward to learning more on this. Consumers want interactive control systems. IP transmissions take less than a second to send a signal. Over pots lines it is 2 minutes. The majority of false alarms are caused by the entry or exit doors.

I didn't realize that most Supervisories are caused by dust and improper cleaning. A majority of false alarms are cause by remodeling buildings without covering the smoke detectors.

I joined the FARA membership committee and look forward to our next FARA symposium in Maryland 2014; I hope to see you there.

The Program is set for the 2014 Symposium at the Embassy Suites BWI hotel from April 28 to May 1, 2014.

[Download the full registration packet](#)

[Download the Reimbursement Application](#)

Many Options for Dining and More in Baltimore

By: Nadya Morgan, Baltimore City

Visit the FARA Website for a list of local cuisine, hot spots to visit, attractions and transportation information with links to websites. <http://faraonline.org/baltimore-information/>

FARA Survey

By: Brad Shipp, FARA



FARA is conducting a survey on how the alarm industry markets and installs holdup, panic, emergency ambush, duress and robbery alarms.

You will receive an invitation in a separate email.

If you work for an alarm company please take this survey and forward this email to any alarm company you know of.

If you are in public safety please forward this email to any alarm companies you know of.

A Story of Success

By Stacey Peacock, FARA Communications Committee

Pam Steiger
Louisville, KY

Louisville Metro Police Department - False Alarm Reduction Unit



In 2004 the estimated amount of false alarms topped 42,500 in Louisville, KY. Based on those numbers, there was clearly a need to reduce false alarms in Louisville and the Louisville Kentucky Alarm Reduction Program originated in 2005. Pam Steiger is the Records Supervisor in Louisville and she took on the role of coordinating the Alarm Reduction Unit. From the beginning, the program was based on a collaborative effort which has included the efforts of the alarm industry and focused on education of its citizens. Incorporating the entire department into the false alarm reduction plan and working closely with its Majors and Lieutenants at the Louisville Metro Police Department (LMPD), on a quarterly basis, is another aspect that has made this program so successful. LMPD has a registration requirement in their ordinance and as of 2012 they had 93,910 registered alarm users. Out of that number it is estimated that 77,000 alarm users experienced ZERO false alarms in 2012. The department has experienced a false alarm decrease of 47% from 2004 to 2012. Those are very substantial numbers when looking at time and resources saved.

In 2013 Pam and her False Alarm Reduction Unit at the LMPD were awarded FARA's Public Safety False Alarm Achievement Award in Orlando, FL.

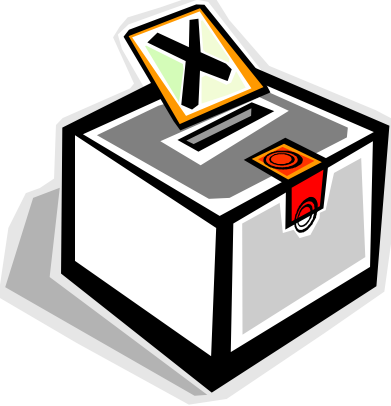
Contributing to Pam's success is the time and effort she has given to the False Alarm Reduction Association. Throughout her false alarm reduction career, Pam has been a contributing member of FARA's Communications Committee, she currently serves as Secretary on the Board of Directors and has taught classes at FARA's annual symposiums. Forging business relationships and networking is so important to a job that is as specific as False Alarm Reduction and FARA provides that opportunity for people who are involved in Committees. Pam's story is one of success. We appreciate her effort and contributions and look to her department as a positive example in false alarm reduction.

We are looking for additional success stories to highlight in upcoming editions of the INFOLINK. We want to hear your story! Please send your success story to Brad Shipp at Bradshipp@4yoursolution.com.

I'd be "lion" if I said the
Certified Alarm Manager (CAM) exam is easy.
But you can do it!



The four step plan is on the Certification page on
the Info for Members tab at faraonline.org.



Mid-Atlantic Chapter Scoop

By Shellie Reid, President

Plans for our next meeting are in the works. If you have a demonstration or a speaker that would be a good fit for our members, please feel free to notify a board member. The next meeting is scheduled for March 26th. At this meeting, the chapter will be holding elections for two board positions: Director (public safety) and Associate Director (alarm industry). If you are a FARA member in the Mid-Atlantic area and would like to throw your hat in the ring for one of these positions, or if you are interested in hosting one of our upcoming meetings please contact Shellie Reid at shellie.reid@loudoun.gov.

Nominations Needed for FARA Members of the Year!

By: Kathleen Schraufnagel, Awards Committee

The FARA Norma C. Beaubien Public Safety and W. Rex Bell Associate Member of the Year Awards are the highest honor FARA gives to deserving individuals, who demonstrate a significant commitment and contribute the most to their department or company, the community they serve and to FARA.

Do you know anyone who fits this bill? Please tell us and let us honor them with these coveted awards. Both public safety and associate members can submit nominations for either category.

Please submit your written nomination by February 3rd detailing the reasons you believe the individual nominated deserves such an award.

Please limit your nomination to one (1) page or less. Please submit your nominations to FARA c/o Brad Shipp at bradshipp@4yoursolution.com or via fax at 301/519-9508.

Past recipients of the Norma C. Beaubien Public Safety Member of the Year Award are:

2013- Tammy Foxworthy & Kerri McDonald
2012- Debbie Hansen & Amy Lowe
2011- Stacey Peacock & Sue Clark
2010- Steve Heggemann
2009- Gerry Miller
2008- Natasha Pitts
2007- Christine Van Geest
2006- Brad Wahab
2005- Patty Bimonte
2004- Rick Moore
2003- Rex Bell
2002- Denise Shaw & Amy Lobdell
2001- James Cogswell
2000- W. Patrick Kenny
1999- Shanna Werner
1998- Patti Rea and Norma Beaubien

Past recipients of the W. Rex Bell Associate Member of the Year Award are:

2013- Jon Sargent
2012- Joe Carr & Cindy Smith
2011- Stuart Forchheimer & Kristina Walker
2010- Ben Binder
2009- Mary Galloway
2008- John Tierney
2007- Kelly Maceranka
2006- Chris Russell
2005- Pat Killian
2004- Tony Fague
2003- Not awarded
2002- Ron Walters & Brad Shipp
2001- Kathleen Schraufnagel
2000- Jennifer Gehring
1999- Susan Brenton
1998- Matt Wald

Elections will be Held In 2014

By: Brad Shipp, FARA

The following offices are up for election at the 2014 Annual Meeting:

- President - *Currently held by Kerri McDonald*
- Vice President - Fire Alarms - *Currently held by Tammy Foxworthy*
- Treasurer - *Currently held by Steve Heggeman*
- Fire Alarm Associate Director - *Currently held by Mary Galloway*
- Vendor Associate Director - *Currently held by Rick Moore*



FARA members, who have met the following requirements, can run for office:

- been in good standing for at least one year; and
- attended at least one FARA Annual Membership Meeting; and
- served on one or more FARA committees.

The Board may waive the requirements for candidates specified by a two-thirds vote if no candidates meeting the requirements come forward.

Members who are interested in seeking a position as an officer or member of the Board must submit, to the Executive Director, a request for consideration of candidacy for the particular office they are seeking along with a biographical resume no later than ninety (90) days prior (**January 29, 2014**) to the commencement date of the annual FARA Membership Meeting. The request for consideration of candidacy shall include a brief statement as to why they want to hold the office they are seeking.

1. If the Executive Director only receives requests for consideration of candidacy from one candidate for each position up for vote, then the Executive Director shall not be required to send absentee ballots to the membership.
2. In that case, the Executive Director shall, at the annual FARA Membership Meeting, declare that the nominee is elected by acclamation, and no vote of the membership will be necessary.

FARA's Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **Police find burglar sleeping in business**
12.30.13 - ABC 2 Baltimore - Annapolis Police found a man who broke into a home sleeping in the house early Saturday morning. [More Info](#)
- **Police Respond to False Alarms Set Off by Strong Winds**
1.11.14 - KNDO - KNDU Tri-Cities - Kennewick, WA-- The high winds Saturday tied up police with several false alarm calls. [More Info](#)
- **Squirrel goes nuts in living room**
1.14.14 - Press Association via Yahoo! UK & Ireland News - A squirrel trashed a magistrate's living room, causing thousands of pounds-worth of damage, after it fell down her chimney. [More Info](#)
- **Burglary suspect arrested thanks to police dog Slim's nose**
1.15.14 - Wisconsin State Journal - Slim the police dog has a very sensitive nose, a nose that sniffed out a burglary suspect's arrest on the East Side Monday night. [More Info](#)
- **Movie theater open after false alarm**
1.11.14 - WPTZ Burlington - The Majestic 10 movie theater in Williston is back open after a false alarm. Saturday evening, the fire alarm went off. Fire crews responded, but left the scene shortly afterward. The movie theater is open for business as normal. [More Info](#)

Do you have any stories you would like to share about stupid criminals or strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to news@faraonline.org and we'll put them in the next InfoLink for all to share!

US law enforcement deaths fall to 50-year low, report finds

12.30.13 - *The Guardian*

The number of law enforcement deaths dropped to its lowest level in 54 years in 2013, according to a report published on Monday.

One hundred and eleven officers died on duty this year, the [National Law Enforcement Officers Memorial Fund](#) said. The figure [marks a decrease](#) from 120 deaths in 2012 and 169 in 2011, and it is the lowest number of law enforcement fatalities since 1959, when 110 officers died on the job.



The preliminary data shows that traffic accidents were the leading cause of officer death, with 46 killed. The second leading cause of death was firearms, which accounted for 33 officer fatalities.

The National Law Enforcement Officers Memorial Fund, a private non-profit organization that promotes officer safety and remembrance, publishes an annual bulletin that documents the number and type of law enforcement officer deaths. The data includes federal, state, local, municipal, tribal, territorial and university officers.

Texas saw the biggest number of officer fatalities in 2013, NLEOMF said, with 13 officers having died there. In California, 10 officers died on duty, and seven died in both Mississippi and New York.

"We're trying to get it to where officer injuries and deaths are no longer accepted as an unavoidable part of the job," said Craig Floyd, NLEOMF chairman and CEO. He said there had been an increased emphasis on officer safety at a federal level after a spike in officer deaths in 2012 and 2011 – when 120 and 169 officers were killed, respectively.

Changes as simple as asking officers to wear body armor and fasten their seatbelts have made a difference, Floyd said. "More than 30% of the officers killed in the line of duty over the past two years were not wearing their body armor. Forty-two percent of the officers killed in auto crashes the last couple of years were not wearing their seatbelts."

Upwards of 90% of agencies now require their officers to wear bullet resistant vests, an increase from 60% in 2009, Floyd noted, and he pointed to other new policies, including officers being prohibited from engaging in high speed pursuits except in certain situations, as another factor.

In 2013, the third highest cause of officer death was job-related illness, which was responsible for 18 deaths, including 14 officers who died as a result of heart attacks linked to particularly stressful incidents while on duty.

The Department of Justice did not immediately respond to requests for data on the number of people killed by police in 2013.

Between 2003 and 2009, an average of 687 civilians died each year during the process of arrest, according to the [Bureau of Justice Statistics](#). In total, 4,813 people died while being arrested over the seven-year period. . [More Info](#)

News on Door to Door Sales

Courtesy of NESAs

- **Home Security Customers Targeted By Strangers**
1.10.14 - KRIS Corpus Christi News - Corpus Christi -- If you have an alarm system on your home, you'll want to hear this story. It's there to protect you from thieves but can that very same system ...[More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Buckeye to crackdown on false alarms**
12.24.13 - ABC 15 Phoenix - City leaders in Buckeye are taking steps to make sure police officers are available when you need them. [More Info](#)

- **AZ: Council finalizes false alarm ordinance**
1.15.14 - YourWestValley.com - Surprise residents attend a public meeting at the Surprise Police Department in September, addressing proposed changes to the false alarm ordinance. [More Info](#)
- **CA: PMAM Corp. to take over tracking alarm permits and false alarms for ...**
12.19.13 - PR-BG.com - Placentia -- In an effort to keep better track of alarm permits and false alarms at homes and businesses in Placentia, the city has hired ... [More Info](#)
- **CA: Signal Hill OKs changes to alarm rules**
1.9.14 - Orange County Register - Signal Hill Residents with security alarm systems will have fewer false alarm calls - and therefore fewer false alarm fees - after the five-member City Council voted unanimously Tuesday to approve a protocol for alarm verifications. [More Info](#)
- **CO: Springs police say they will not respond to non-registered burglar alarms**
1.16.14 - FOX 31 Denver - Colorado Springs, Colo. — Police in Colorado Springs will not respond to a burglar alarm if the device is not... [More Info](#)
- **DC: Emergency dispatchers note long hours and stress of job**
12.19.13 - Washington Post - ...The difficulty and emotional strain of the job as well as increasing call volume has forced some local emergency call centers to put workers on longer and longer shifts, even as coming technological changes mean that the job will likely become more challenging. [More Info](#)
- **DE: Local businesses confront false alarm ordinance**
1.14.14 - Milford Beacon - Milford Police Department Administrative Assistant Vicky Knorr said that the majority of businesses, or about 95 percent, fined for false alarms are up-to-date on ...[More Info](#)
- **KY: False fire alarm temporarily clears Lexington's 911 call center**
1.7.14 - Lexington Herald-Leader - The 911 emergency call center at Lexington police headquarters was evacuated briefly early Tuesday morning because of a false fire alarm. [More Info](#)
- **MA: Higher fees requested for false alarms**
1.16.14 - Worcester Telegram - Boylston - Police Chief Anthony Sahagian has asked the Board of Selectmen to consider increasing fines for multiple alarm calls to an address over the ... [More Info](#)
- **MA: Wayland police chief reminds residents about false alarm fines**
1.15.14 - Wayland Town Crier - Police Chief Robert Irving would like to remind all residential and business alarm owners in Wayland of Bylaw 83-2 in the town of Wayland's code concerning false alarms. [More Info](#)
- **MN: Savage police hope to reduce false alarms**
12.18.13 - Minneapolis Star Tribune - 1, it will require all residents and businesses with alarm systems to register them in a free online application with the city. Having alarms registered will allow ... [More Info](#)
- **MS: False 911 calls or non-911 calls cause issues at center**
1.18.14 - Winston County Journal - From staff and press reports The Louisville and Winston County dispatch center can receive several hundred non-emergency calls every month and sometimes-in one day. Many of these include accidental calls from cellphones and alarm systems going off for the... [More Info](#)
- **NC: Alarm ordinance updated**
1.18.14 - Charlotte Observer- "The false alarms are taking up too much of our officers' time," said Mint Hill Police Chief Tim Ledford. "Ninety-nine percent of the alarm calls turn out to be false ... [More Info](#)
- **NC: False alarm fines to begin this year**
1.9.14 - The Daily Tar Heel - The Chapel Hill fire and police departments won't start imposing fines for multiple false alarms until later this year — but right now they're working hard to prevent having to fine people at all. [More Info](#)
- **NC: Wilson leaders delay decision on alarm fees**
1.17.14 - The Wilson Times - Questions about the need for the city to charge a security and fire alarm registration fee led the Wilson City Council to delay the approval of new false alarm fees ... [More Info](#)
- **NM: Cruces beefs up alarm ordinance penalties**
12.16.13 - ABQ Journal - That's been only a threat since August, when a key prong of the city alarm ordinance legally took effect. During the subsequent months, officials have pieced ... [More Info](#)
- **NM: Man shot by Santa Fe officer dies months later**
1.9.14 - KOB 4 Albuquerque - A 78-year-old man shot last March by a Santa Fe police officer responding to a burglar alarm in a home has died. [More Info](#)

- **NY: NT police to enforce alarm ordinance**
1.17.14 - Tonawanda News - Tonawanda News - The North Tonawanda Police Department will begin a stricter enforcement of the city's "Avoidable Alarm Ordinance" on Feb. 1. [More Info](#)
- **OH: Changes coming to Akron police alarm policy**
12.27.13 - News Channel 5 Cleveland - In the near future, Akron police will not be responding to security alarms. [More Info](#)
- **PA: Upper Dublin discusses parking, fire alarm restrictions**
1.7.14 - The Ambler Gazette - A proposed ordinance outlawing parking on part of Joel Drive in the Ambler section of Upper Dublin has been sent back to the drawing board, along with an amendment to an ordinance regarding fire alarms in the township. [More Info](#)
- **TN: Rockwood police chief proposing a permit for security systems**
12.21.13 WATE-TV - "A lot of times when we respond to these alarms we have no responsible party or no number to call to secure the residence or to gain entry," said Chief Danny ... [More Info](#)
- **TX: State Fire Marshal's Office – Update**
1.10.14 - eNews - State Fire Marshal's Office -The State Fire Marshal's Office is continuing the process of reviewing industry rules for NFPA standard updates and other suggested changes/additions. [More Info](#)
- **TX: FM Notice: Fire Button Enabled Burglar Alarm Systems**
12.20.13 -Please see the attached Fire Marshal's Notice related to the remote monitoring of fire button enabled burglar alarm systems. This notice and past Fire Marshal's Notices can be viewed on the [SFMO website](#).
- **VA: Beach police prepare for false-alarm crackdown**
12.17.13 - The Virginian-Pilot - Virginia Beach - If you're one of those people who lets the toddler play with your key ring, it's time to buy the kid a new toy. Starting Jan. 1, false panic alarms set off in the city - either on wall units or through a remote panic key fob - will prove costly. The first two mistakes are free, but each false alarm after that will cost residential users \$150, while businesses will be fined \$250. [More Info](#)

Industry News

Courtesy of NESAs

- **Mace sells central station**
12.19.13 - Lancaster, Pa.-A super-regional announced today that it has acquired Mace's California-based central. [More Info](#)
- **Defenders Investigation: Slow response times in home alarm ...**
12.24.13 – KVUE - His wife's first thought was to rush to the kitchen to find the ADT alarm system panel. She pressed ADT's medical emergency button several times and waited. [More Info](#)
- **Security opens door to truly connected home**
12.27.13 - USA Today - Traditional players such as ADT, Alarm.com and Honeywell have been joined in the home ... system," says Jay Kenny, vice president of marketing at Alarm.com. [More Info](#)
- **Alarm monitoring without a landline - remodeling, decorating ...**
1.7.14 - www.city-data.com - Can anyone recommend/comment on alarm monitoring when there is no landline. I am really thinking about dropping our landline. Might go to voip. [More Info](#)
- **Security technology trends to watch in 2014**
1.2.14 – Security Info Watch - Industry experts discuss what lies ahead for physical security devices and software... [More Info](#)
- **ADT Demos PC Security, Voice Control, FordSYNC App**
1.8.14 - CEPro - ADT is showing at CES 2014 a major expansion in its security and home automation offerings. First, the glamorous stuff: Voice control for your door locks, garage door controller, lights, thermostats, security and other devices in the home. [More Info](#)
- **Mandatory 10-digit dialing implemented in February**
1.9.14 - Murray Ledger & Times - With New Year's resolutions abound, the Kentucky Public Service Commission is asking western Kentucky residents to add another to their list. [More Info](#)

- Google buying digital thermostat/smoke alarm maker Nest for \$3.2B**
 1.13.14 - Seeking Alpha - Google (GOOG) is acquiring Nest Labs , a maker of intelligent thermostats and smoke alarms , for \$3.2B in cash. Nest, founded by former Apple exec Tony Fadell (sometimes called the godfather of the iPod), has become a darling of the Silicon Valley startup scene by launching innovative, digitally-controlled home products that show an Apple-like design flair (and Apple-like pricing). Nest ... [More Info](#)
- Bosch Security Systems Recalls Fire Control Panels Due to Fire ...**
 1.17.14- eNews Park Forest - Description: The recall involves G-series Fire Alarm Control Panels that are professionally installed and have model numbers that end in GV4 and use D192G ...[More Info](#)
- BBB on Homes: Examine options when choosing alarm provider**
 1.18.14 - Houston Chronicle - Although no alarm system will make your home completely burglar-proof, a home security system can reduce chances of being burglarized and provide peace of ... [More Info](#)

FARA Mission Statement

It is the mission of the False Alarm Reduction Association (FARA) to provide a forum for local government alarm ordinance professionals to exchange information on successful false alarm reduction programs, to serve as a clearinghouse for agencies seeking to reduce false alarms, and to foster an environment of cooperation among public safety, the alarm industry and the alarm users.

Please Share Your Newsletters and Tips with Us

We would like to see how you communicate with your alarm users. Please add FARA to your mailing list if you send out Newsletters or mailings with false alarm reduction information. Do you have a brochure that describes your ordinance or program? We would like to see it. Staff will review what we receive and share tips and information with your fellow members in later issues of this newsletter.

Please send your newsletters, tips and brochures to:
 False Alarm Reduction Association
 10024 Vanderbilt Circle, Unit 4
 Rockville, MD 20850
bradshipp@4yoursolution.com

Contact Us

False Alarm Reduction Association
 10024 Vanderbilt Circle, Unit 4
 Rockville, MD 20850
 Email: info@faraonline.org
<http://www.faraonline.org>

Submitted articles in this newsletter are the expressed opinions of the authors and do not necessarily reflect the opinions of the Officers and Directors of FARA.