



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink January 2015 Edition

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Your Peers Make the Best Case Why You Should Attend the Next FARA Symposium

By Brad Shipp, FARA Executive Director

The following are just a few of the comments about past symposiums to help you decide to attend this year's FARA Symposium to be held at the Flamingo Las Vegas in Las Vegas, NV on April 14-16, 2015.



"After every symposium I find I return home eager to apply new ideas to my own program." *Paula St. Aubin, Hamilton, ON*

"This was my first symposium and I have to say it was an amazing experience. I was impressed with the knowledge and experience of the participants and presenters. I truly learned a lot by attending and am looking forward to next year's symposium." *Alberto Hook, Montgomery County, MD*

"The FARA Conference is truly an opportunity to make those lifelong friends & associates who are there to support & share their experiences about alarm concerns/issues/processes." *Allison Turgeon, Calgary, AB*

"The best networking opportunity any agency will ever have." *Deanna Perkins, Wichita, KS*

"I have learned so much and gained relationships that I can reach out to at any time to help me through an issue." *Kristina Walker, Vector Security*

[Click here to download your registration packet that lists the full program of events.](#)

PS: There are more than a few things to occupy your time in Las Vegas in the evenings after the symposium ends each day. **[Click here for more info on dining, shows and events and to download a free visitor guide.](#)**

Election 2015

By Brad Shipp, FARA



The following candidates have filed for election to the board this year:

- Vice President-Electronic Security – **Nadya Morgan**, Baltimore Housing Permits & Code Enforcement Division, Baltimore City, MD
- Secretary – **Shellie Reid**, Loudoun County Sheriff's Department, Leesburg, VA
- Associate Director-Electronic Security – **Kristina Walker**, Vector Security, Gainesville, VA

Under our bylaws when we only receive requests for consideration of candidacy from one candidate for each position up for vote, 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.

So congratulations to our new and re-elected board members and many thanks to retiring board members Debbie Hansen and Kathleen Schraufnagel.

Training & Certification Committee Update

By Cindy Smith – Committee Member

Many people use the onset of the New Year to make resolutions, change habits and rearrange their life. So now is a good time to share with your citizens a reminder that physical changes in the home or business may affect the alarm system and they should keep this in mind. Use the training materials on the FARA web site; "Rearranging Your Home Environment" addresses this issue directly and will help the end user understand the possible impact of the changes they are making.

For more information see http://faraonline.org/members-info/training_materials/.



Nominations Needed for FARA Members of the Year!

By: Brad Shipp, FARA

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. Public safety and associate members can submit nominations for either category.

Please submit your written nomination by March 1st 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:

2014- David Wilson & Shellie Reid
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:

2014- Jordon Brown
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

Nominations for FARA Achievement Awards Needed!

By Brad Shipp, FARA

Please send in your nominations for FARA's False Alarm Reduction Achievement Awards.

Feel free to nominate your own agency/company or others. Both public safety and associate members can submit nominations for any category listed below.

All submitted nominations will be provided to the attendees in Las Vegas. All attendees will then cast a vote on who their favorite is in each category. So make the sale for your nomination by giving enough information to allow the voters to understand what the accomplishment is and how you were able to achieve it. You may use text, charts, graphs or any combination of the three.

Please limit your nomination to no more than two (2) pages in length. The Achievement Awards will be presented during the training symposium.

- **Public Safety False Alarm Reduction Achievement Award:** This award is presented to the [public safety agency](#) that has an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **Industry False Alarm Reduction Achievement Award:** This award is presented to an [individual alarm company](#) that has implemented and sustained an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **FARA Achievement Award:** This award is presented to an [individual, company or association](#) that has demonstrated significant or meaningful contributions toward the FARA mission.

Nominations must be submitted on or before April 1, 2015 to be considered.

Please submit your nominations to FARA c/o Brad Shipp at bradshipp@4yoursolution.com or via fax at 301/519-9508.

Proud of your alarm management program?
Have a terrific success story to share?
Want the world to know about it?
Then tell us!

CAM Spotlight- Brenda Powers

By Kerri McDonald, FARA President

Throughout the year, we like to feature a FARA member who has achieved their Certification Alarm Manager status. This edition, we would like to celebrate **Brenda Powers**, Administrative Support Assistant for The Prince William County Police Dept. in VA. Read on to find out more about Brenda!



BIO

1. **Hobbies or Interests** - I enjoy crocheting, scrapbooking and card making.
2. **How long have you been a member of FARA and do you participate in any FARA committees or activities?**
I believe we joined FARA in 2010. I recently signed up for the Membership committee.

Certified Alarm Manager Experience

1. **When you did you first obtain your certification?** May 2014
2. **What made you decide to take the exam?** To increase my knowledge of false alarm reduction.
3. **Did you receive any response from employers, alarm industry, members of the community about your achievement?** I received a pat on the back from my supervisor. ☺
4. **Do you think accomplishing your certification will benefit your career or position as an alarm manager/coordinator? Has it made a difference in what you do?** I believe I now have resources to better manage my day to day operations. The training available to me in “my book” gives me very good information to use in implementing changes in our ordinance and also to better serve the members of the department as well as the alarm users.
5. **Do you think others could benefit from achieving their Certification status?** Most definitely – Yes
6. **Where is your certificate now?** It is framed and ready to be hung on the wall.

'911, What's Your Emergency?': A Night With Dispatch

1.3.15 – *The Chronicle* By Kaylee Osowski

The holiday season may have come to a close, but tinsel was still hanging from the ceiling and lights were still blinking on a Christmas tree Thursday as 911 dispatchers spent the first day of 2015 answering phones and toning out aid. Adrenaline levels in the room rose and fell as calls ranging from a non-injury rollover to a pursuit at Walmart (see Sirens in today's paper) came into the Lewis County 911 Communications Center Thursday night.

Jerrie Oconner was finishing out a 14-hour shift that evening, but despite the sometimes long days and holiday work, she's been a dispatcher for 18 years. She said many of her coworkers also have long tenures. For the first year she worked as a dispatcher she said she was looking for a different line of work because she had a hard time with taking incidents personally and sometimes feeling like she should have done more to help someone. But it's the times that someone is helped and the outcome of a call is good that make the unpredictable and stressful job worth doing. “You never know what you'll get when you answer the phone,” she said.

Conversations between The Chronicle reporter and on-duty dispatchers were sporadically interrupted by calls, which sent employees swiveling in their office chairs back to their stations, which each include four computer monitors. “911, what's your emergency?” Davene Rodocker, supervisor, said when she answered a call. She continued asking questions finding out if anyone is injured, where the caller was, what help was needed and other details about the situation.

When James Hatchett, who began working at the center in July 2014, was asked what he likes about the job he said, "Tons, but I have to tone out a call right now." After notifying the necessary fire district, he said the best part of the job is that he gets to help people in need.

When new dispatchers begin on the job, one of the first things Rodocker, who has been a dispatcher for 23 years, suggests they do is learn the geographic area of the county, which has many different features can lead to a variety of incidents.

The dispatchers handle calls for crimes against people and property as well as home, commercial and outdoor fires, accidents on city, county and state roads, medical aid and assistance in missing people cases and rescues in forests, on mountains and in rivers and lakes. The dispatchers run plates and do background checks on people involved in incidents so officers know if a safety risk is possible when they arrive on scene. They also help with non-emergency calls involving towing companies, public works and alarm companies. Then there's pranksters, misdials and pocket dials that tie up lines and prevent telecommunications officers from helping those in need.

In the midst of those phone calls and the information dispatchers process and disperse, there are emotional challenges such as not having closure on incidents and working with suicidal and mental health issue callers, Rodocker said. "What's a huge emotional impact is we might be the last voice they hear," Rodocker said. She said the dispatchers of Lewis County are some of the most compassionate and patient people she knows. Rodocker said when she first started dispatchers were told to "suck it up," but that attitude has changed to one of support and talking about difficult calls. "It's human to cry," she said.

Along with emotional incidents, dispatchers also sometimes deal with being blamed for problems because they are the first people contacted. "We're receiving information on the radio or telephone and only relay what we're told," Rodocker said. Being recognized as an important part of the team of emergency responders and police has also improved since Rodocker began her job. She said they've received flowers, gift baskets and thank you notes from callers as well as responders.

But it's not the public or the fire and law personnel they work with who offer the most support. The dispatchers at the center are one another's biggest cheerleaders when challenging and sometimes heartbreaking calls come through. "I'm so proud of the people I work with," Rodocker said. [More Info](#)

False alarms preceded deadly Texas high-rise fire

1.4.15 - Fort Worth Star Telegram

Survivors of a fire at senior-living complex near San Antonio that killed five people say false alarms were routine at the 11-story building. Residents said they felt no urgency when they first heard the alarm, inured by frequent false alarms. "It would go off and then it would stop, then it would go off and then it would stop," said Frances Chiles, 80.

[More Info](#)

CES Update- Get Ready for the Do It Yourselers

By Brad Shipp, FARA

Several new do it yourself devices were introduced at the Consumer Electronics Show in Las Vegas in early January. The theme is to connect devices (including cameras, locks, windows and doors) in various ways to alert a user on a phone when something is amiss. All of these devices will allow a user to install and monitor things without the filter that a traditional alarm monitoring company provides. Several methods were also introduced that would relay when a smoke alarm sounds to the user by changing the lights or sending an alert to a phone. All claim ease of use, many cite the advantage of no monthly fee and one system claims to use new analytics to "prevent break-ins BEFORE they happen".

Get ready for more dispatch requests from these Do It Yourself systems.

Here are a few of the many articles on these new technologies.

- **Future of alarm industry intertwined with the smart home**
1.9.15 – SecurityInfo Watch - Battle between traditional dealers, new entrants could be determined by how they leverage connected devices... [More Info](#)

- **Myfox to Unveil the New Standard in Home Security at the 2015 International Consumer Electronics Show**
1.4.15 - Marketwired - Myfox, the European smart home security expert, ...marks both the company's US launch and the launch of a new standard in home security. ... Myfox offers the only smart home security system that prevents break-ins BEFORE they happen. [More Info](#)
- **Pella Enters Home Automation Market with Window and Door Sensors**
1.7.15 - EH Daily - Premier window and door manufacturer introduces a Z-Wave-based window and door sensors and smartphone app. [More Info](#)
- **CES: Security Risks From the Smart Home**
1.7.15 - New York Times - While manufacturers at International CES painted a rosy picture of connected grills, coffee makers, refrigerators and door locks, security experts and regulators warned that the Internet of Things could be a threat to both security and privacy. [More Info](#)
- **First Alert Expands into DIY Smart Home Products for Safety and Security**
1.8.15 - EH Daily - Security company unveils a series of DIY smart home devices for home monitoring. [More Info](#)
- **Belkin Unveils New Window and Door, Keychain, Room Motion, and ...**
1.5.15 - iClarified - Belkin has announced a new group of WeMo home sensors including a window and door sensor, personal keychain sensor, room motion sensor and alarm ... [More Info](#)
- **Smart Security System Takes Voice Commands**
1.9.15 - Techlicious - could disarm the alarm, unlock the door, switch on the lights and adjust the temperature — a huge improvement over fumbling for a keypad with an armful of ... [More Info](#)
- **Honeywell takes connected home to masses at CES**
1.7.15 - Security Systems News - Las Vegas - Honeywell Security debuts its talking Lyric security system at consumer show. As “connected home” has become a household phrase, industry stalwart Honeywell Security is taking its message to the masses, introducing its Lyric security system at CES, the giant consumer electronics show taking place here this week. [More Info](#)
- **The Race to Build Command Centers for Smart Homes**
1.6.15 - WSJ - A flood of connected household gadgets is finally reaching consumers, raising a high-stakes question: Who will control them? [More Info](#)
- **Kidde hub links all your smoke and CO alarms**
1.6.15 - ConsumerReports.org - But if you're interested in a smoke or CO alarm that can notify you of a problem while you're out of the house, you don't have to spend hundreds on replacing all ... [More Info](#)
- **Leeo: The new smart nightlight that monitors your smoke detectors too**
1.6.15 - Cool Mom Tech - What makes the Leeo nightlight smart is that it senses different frequencies emitted by your smoke detectors and carbon monoxide alarms that signal something ... [More Info](#)
- **CES 2015: Why Biometric IT Is Finally Moving Into Prime Time**
1.6.15 - eWeek - However, it is very clear that new biometrics IT and devices have become the hottest security area of interest at the CES 2015 in Las Vegas. - [More Info](#)
- **Why Cheap Cameras and Boring Sensors Make the Best Smart-Home Stuff**
1.7.15 - Wired - The twin fixations of CES this year are, to no one's surprise, wearable technology and the Internet of Things. [More Info](#)
- **CES: A few gems in smart home sector**
1.9.15 - CED - If the smoke alarm goes off, Ooma will dial your cellphone to ask whether you want to call 911. It would be more useful, of course, if it simply called 911 for you. [More Info](#)
- **ADT to add IFTTT support and voice-recognition to its Pulse home ...**
1.11.15 - TechHive - That indeed is the number-one benefit that companies such as ADT, Vivint, Alarm.com, and other contract service providers have to offer, compared to ... [More Info](#)

FARA's Believe it or Not

By: Brad Shipp

- **CA: Smoke from party in City Council office triggers City Hall evacuation**
12.17.14 - Los Angeles Times- Workers at Los Angeles City Hall were briefly evacuated Tuesday afternoon after a party in City Councilwoman Nury Martinez's office set off a smoke alarm. [More Info](#)
- **MI: Police: Man tires of jail wait, pulls fire alarm**
1.6.15 - Traverse City Record Eagle - O'Brien said jail staff didn't evacuate the building and referred questions about the alarm response to jail administration. Jail Administrator Bob Hall didn't return ... [More Info](#)
- **MN: Winona Fire Department calls for Dec. 3-9: Cat pulls medical alarm ...**
12.12.14 - Winona Daily News - Occupant was advised to have the appliance checked by a repairman. 10:08 p.m. - Department responded to an alarm that ... [More Info](#)

- **NH: Police say customer recognized as store robber**
12.24.14 - WMUR Manchester - A man is facing charges of robbing a convenience store a month ago after the store's owner recognized him when he came in as a customer this week, police ... [More Info](#)
- **OH: To catch a squirrelly thief: North Ridgeville News and Musings**
1.8.15 -cleveland.com - "This Christmas morning, Patrolman Wilkshire and Patrolman Neff responded to an alarm at a local business. Businesses sometimes fall victim to break-ins ... [More Info](#)
- **OR: Forest Grove police log: Toilet Alarm?**
12.23.14 - OregonLive.com - An alarm company reported that an 88-year-old woman was upset and crying because her toilet was overflowing. When police arrived, it was determined that a ... [More Info](#)
- **PA: Police investigating alarm find burglary suspect in bed**
12.29.14 -Centre Daily Times - State police responded to an alarm at the home about 4:15 a.m. and found a broken window, police said. Troopers found 27-year-old Nicole Lynn Daugherty in ... [More Info](#)
- **PA: Toilet paper trail foils would-be Pa. pizza shop robber**
1.2.15 - PennLive.com - But the clerk hit the silent alarm button anyway, and when police responded, they found no second gunman. Instead, cops followed a toilet paper trail of ... [More Info](#)

Do you have any stories you would like to share about 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 bradshipp@4yoursolution.com and we'll put them in the next InfoLink for all to share!

News on Door to Door Sales

Courtesy of NESAs

- **Police warn homeowners about phone scam**
12.22.14 - WLNE-TV (ABC6) - ... Police advise that homeowners simply hang up when called, as it seems that the scammers are trying to see if the homes are equipped with an alarm system. [More Info](#)
- **Better Business Bureau warns of ADT scam: Your Stories**
12.18.14 WSYR- Syracuse (WSYR-TV) - The Better Business Bureau is warning people a scam in which door-to-door salespeople claim to represent an alarm company, ADT. [More Info](#)
- **Military Families Share Home Alarm Troubles After ABC News ...**
12.18.14 - ABC News - Several military families have come forward to say they, too, were victims of door-to-door shenanigans from salesmen from the home alarm company Vivint, ... [More Info](#)
- **Alarm industry puts deceptive sales practices in the crosshairs**
12.12.14 - Security Info Watch - ABC's 20/20 to highlight efforts of ADT, others to raise awareness of issue... [More Info](#)
- **How to Protect Yourself From Door-to-Door Hard Sell Tactics**
12.11.14 - ABC News - Consumers have lodged thousands of complaints against some home alarm security companies, complaining of high-pressure sales tactics, such as salesmen ... [More Info](#)
- **Alarm Salesman Adam Schanz Caught On Tape**
12.13.14 - 2paragraphs.com - He's the owner of Utah-based AP Alarm Protection. He tells a class of trainees if you see a sign that says "no soliciting," you knock on that door. As Schanz says ... [More Info](#)
- **Kaimuki man questions alarm company's door-to-door sales tactics**
12.5.14 - KITV - Honolulu - Kaimuki resident with security alarm service through APN Alarm System Hawaii says a representative from another company showed up at his ... [More Info](#)
- **Letter: Alarm company's alarming practices**
12.30.14 - Salt Lake Tribune- We've all experienced buyer's regret. Mine came two years after purchasing a home security system, and then tried canceling it after selling the home. [More Info](#)
- **Aggressive Salesman Arrested at Off-duty Cop's Home**
1.4.15 - SCVNEWS.com - The suspect was attempting to sell the victim, an off duty law enforcement officer, a home-alarm system, officials said. Segura allegedly became aggressive and ... [More Info](#)
- **Burglar alarm scam warning**
1.11.15 - PressZoom - They say that by having their alarms fitted this will provide a quicker response time than the police can give. They explain that the alarm will be free or only cost ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Paradise Valley council to examine existing alarm system**
12.11.14 - newszap.com - About 600 homes within Paradise Valley town limits are members of the local municipality's alarm system. [More Info](#)
- **CA: Alarm system owners will pay \$100 per false alarm**
12.19.14 - Palo Verde Valley Times - Blythe, Calif. - Blythe City Council voted unanimously Dec. 9 to enforce a \$100 penalty fee for residents and businesses who have more than one false alarm ... [More Info](#)
- **CA: Letter: Chico wise to hold alarm companies responsible**
12.7.14 - Chico Enterprise-Record - For years alarm companies have been utilizing public funds to have police respond to their alarm system. The less than ethical alarm companies dwelt solely on ... [More Info](#)
- **CA: Sacramento Fire Department release eye-opening PSA on fire alarms**
12.25.14 - News10.net - The Sacramento Fire Department is attempting to raise awareness about the important of having a smoke alarm by publishing an eye-opening public service ... [More Info](#)
- **CO: False alarm code drafted, fines steep**
12.6.14 - Valley Courier- Alamosa County - If false alarms don't stop, the Alamosa County Sheriff's Office (ACSO) will continue to waste resources to find out if the distress is real or ... [More Info](#)
- **FL: Miami Lakes council makes changes to alarm fees**
12.11.14 - MiamiHerald.com - The Miami Lakes council approved an ordinance Tuesday which amends the fees and penalties associated with burglar alarms installed within the town. [More Info](#)
- **FL: New Smoke Alarm Rule to Start**
12.29.14 - The Ledger - Lakeland | A statewide regulation that goes into effect in the new year intends to minimize the nuisances of smoke alarms while highlighting their life-saving ... [More Info](#)
- **GA: Valdosta burglaries at 10-year low**
1.11.15 - Valdosta Daily Times - The VPD burglary unit generally solves burglaries in one of three ways: an alarm goes off and officers catch the person in the house, a neighbor calls and ... [More Info](#)
- **IL: Dispatch Switch Prompts Change To Emergency Alarm Notifications ...**
12.25.14 - Journal & Topics Newspapers Online - Now that Park Ridge police and fire dispatch systems have been separated, the emergency alarm notification process has also changed. When both ... [More Info](#)
- **IN: Alarm registration now required in Logansport, Ind.**
12.10.14 - Homes, businesses must register their alarm with the police department by the end of December. [More Info](#)
- **MN: Le Sueur City Council approves first reading of ordinance that would ...**
12.11.14 - Southernminn.com - A false alarm call to the Le Sueur Fire Department could result in a \$250 charge. The Le Sueur City Council unanimously approved the first reading of an . [More Info](#)
- **MN: Meeker County Sheriff's Office report**
12.12.14 - Crow River Media - On the 11th at 9:46 p.m. the Sheriff's Office responded to a burglar alarm at the Family Services Building. The alarm was ... [More Info](#)
- **NC: False Alarm Calls Drop in Chapel Hill**
12.29.14 - TWC News - The town now requires homes and businesses to register their alarms. It's aimed to track and reduce the number of false alarms, which town leaders say have ... [More Info](#)
- **NC: False Alarms In Boone a Big Issue for Police, Tax Payers**
12.23.14 - My FOX Carolinas - In the last year, the Boone Police Department has logged nearly 1,300 false alarm calls, mainly from business alarm systems throughout the city. Beginning Jan.... [More Info](#)
- **NJ: Brick Council to Vote Tonight On Requiring Mercantile Licenses for ...**
12.9.14 - Shorebeat - ... who could be called in case of an emergency, and information on any alarm system at the business and contact information for the alarm company. [More Info](#)
- **NJ: County's new 911 system is up and running**
12.17.14 - New Jersey Herald- Residences and businesses with alarm systems need to alert their alarm company of the change-over since there are new telephone numbers for the alarm ... [More Info](#)
- **NY: Lake George passes false fire alarm law**
12.2.14 - Glens Falls Post-Star- Lake George - A law that will give property owners an extra incentive to keep their alarm systems from malfunctioning gained unanimous approval from the ... [More Info](#)
- **PA: Fire chief: False alarms down in Lower Macungie after crackdown**
1.9.15 - Allentown Morning Call - Lower Macungie Township's crackdown on false fire alarms originating from homes and business is beginning to pay off, according to the township's fire ... [More Info](#)
- **PA: WB council approves first reading of new fee schedule for false alarms**
12.5.14 - Citizens Voice - Wilkes-Barre - A false alarm call to your home in the city could become more costly. Council approved the first reading of a new fee schedule for false ... [More Info](#)

- **TN: City hits back at false alarms**
12.4.14 - Shelbyville Times-Gazette - City manager Jay Johnson said he utilized an ordinance from the Alarm Association, incorporating it into a local measure adopted in 1993 but never placed in ... [More Info](#)
- **TX: Amarillo Police say the weather causes more false alarms than usual**
12.24.14 – KFDA - Police say our windy conditions here in the panhandle are one of the main reasons why they see more false alarm calls and Tuesday's winds were between ... [More Info](#)
- **UT: Layton fed up with false fire alarms**
12.20.14 - Standard-Examiner - City council members voted Thursday to raise the fee for commercial false alarms from \$50 to \$250 if there are three false alarms in a quarter and another \$100 ... [More Info](#)
- **WA: Avoid Fines and Get Your Alarm System License Renewed**
12.29.14 - KULR-TV - Kennewick Police said 99.7% of alarms are false and making sure they are licensed, helps stop that. If you have two or more false alarms in six months, you get ... [More Info](#)
- **WV: Mason County 911 yearly wrap up**
1.5.15 - Point Pleasant Register - Top call totals for law enforcement include 3,819 traffic stops, 1,033 alarm company generated calls, 1,198 callers requested contact with an officer, and 694 ... [More Info](#)

Industry News

Courtesy of NESAs

- **U.S. Cellular Enters Home Security Market**
12.22.14 - Light Reading - U.S. Cellular announced the OnLook Digital System, a self-installed home automation and security system that can be managed via a smartphone, tablet or computer. [More Info](#)
- **Alarm.com goes after commercial business with acquisition**
12.15.14 -SSI - Vienna, VA - Alarm.com, known for its connected home platform, is pursuing the "next frontier, connected business." It took a big step in that direction with a purchase announced today. Security Systems News spoke to Alarm.com and the acquired company about the deal. [More Info](#)
- **ESL, Interlogix Hard-Wired Smoke Alarms Recalled: Failure to Alert ...**
12.20.14 - US Recall News - About 141,000 ESL and Interlogix brand 400/500 series smoke detectors are being recalled in the united states (also 13,000 in Canada) because the radio ... [More Info](#)
- **Why Tyco Invested in Qolsys Security/Home Automation**
12.9.14 - CEPro-But compared to its competitors, the solution has evolved little since then, other than adding support for the Alarm.com SHaaS platform, which competes with ... [More Info](#)
- **Vector Security's New Home Security Shop Takes Sales Online**
12.11.14 – SSI - Vector Security's new online feature allows consumers to purchase home security packages from computers and mobile devices. [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.

Contact Us

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301-519-9237

Comments and suggestions regarding FARA's InfoLink are both encouraged and welcomed. If you would like to submit an article for publication, or if you have any questions or concerns about this newsletter, please contact us at 301-519-9237, or by e-mail at: info@faraonline.org

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.

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.