



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink January 2016 Edition

- **FARA News**
 - Austin - Known For Music. And So Much More.
 - Election 2016
 - Nominations Needed for FARA Members of the Year!
 - Nominations for FARA Achievement Awards Needed!
 - Spotlight on a FARA Resource
 - Are You Getting the Most From Your Membership?
 - Become a Certified Alarm Manager
 - 2016 PDQ Award - Information
- **General News**
 - The Changing Definitions of Alarm Verification
 - FBI: Violent crime rose in first half of 2015 versus 2014
 - FARA's Believe it or Not
 - News on Door to Door Sales
 - Public Safety Updates
 - Industry News
- 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 Partner (\$5000 or more donation)

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

Gold Partner (\$3000 or more donation)

Arkansas Security Alarm Association

Silver Sponsor (\$1000)

Maryland Burglar & Fire Alarm Association
Monitronics Security
Vector Security, Inc.

Austin - Known For Music. And So Much More.

By Austin CVB



Attend The Next Symposium



Years ago when people talked about Austin they would quickly mention the music. But that's just the beginning of what they're saying these days. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum. And it's okay if you don't have time to fit it all in, you can just come back and visit us again.

[Click here for more Austin Information](#)

[Click here for more info on the Symposium](#)

Election 2016

By Brad Shipp, FARA

The following offices are up for election at the 2015 Annual Meeting:

- President - Currently held by Kerri McDonald
- Vice President - Fire Alarms - Currently held by Tammy Foxworthy
- Treasurer - Currently held by Steve Heggemann
- 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 February 12th. 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.



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 15th 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

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

2015- Sherry Couey & Roberta Smiley
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:

2015- Not awarded
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 Austin. 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 8, 2016 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!**

Spotlight on a FARA Resource

By Brad Shipp, FARA

Include Your Alarm System in Your Disaster Plan

Regardless of where you live in North America, disaster can strike your neighborhood.

Whether natural or man-made, we are all vulnerable to disruptions in our lives.

Be proactive; know what to do before the disaster hits. Work out a plan with your alarm company, public safety agency, family and friends.

For more information see <http://faraonline.org/publications-materials/>.



Are You Getting the Most From Your Membership?

by Debbie Hansen, Membership CoChair

With the annual symposium just a few months away, the membership committee wants to ask: "Are you getting the most out of your membership?" The education and networking opportunities that the symposium affords are tremendous and will ensure that you are truly getting the biggest bang for your buck! If you haven't registered, there is still time to take advantage of this great opportunity.

Join us in Austin, TX and reap the rewards of membership as we gain knowledge and best practices in reducing false alarms and implementing a solid false alarm reduction program!



Become a Certified Alarm Manager

[Click Here For Information On The Professional Certification Program](#)

[Click Here For A Four Step Program To Prepare To Take The Exam](#)

You can be a star!

Take the Certified Alarm Manager exam at the 2016 FARA Symposium and show your knowledge. Got to <http://faraonline.org/> for a four step plan.

2016 PDQ Award - Information

The Police Dispatch Quality (PDQ) Award program presented by the Security Industry Alarm Coalition (SIAC), False Alarm Reduction Association (FARA), Security Sales & Integration, Honeywell Security and Installation Quality (IQ) Certification program.



Established in 2005, the PDQ Award promotes partnerships in public safety by recognizing how a company works with local law enforcement to best manage their alarm systems and reduce false alarms. The PDQ Award helps the winners promote their companies in a positive manner by demonstrating their commitment to high quality alarm reduction programs and best practices.

If you think an alarm company could be the next winner please ask them to visit <http://faraonline.org/police-dispatch-quality-pdq-award/> for information on how to apply.

The Changing Definitions of Alarm Verification

SDM- 14.16

New terms, definitions and resolutions hope to push the alarm verification movement forward with greater cooperation from all sides.

Using audio and video for alarm verification has long been the most effective solution for securing homes and businesses — but it has also been the most misunderstood. There hasn't been meaningful consensus on the definition of "verified" alarms amongst the various security providers, police departments and government entities — until now.

Earlier this year, the Texas Police Chief's Association (TPCA), the largest state organization of police chiefs in the country, passed a resolution to clarify the definition of alarm verification for all law enforcement departments and personnel throughout the state. The new resolution states the following:

That a verified alarm shall be defined as an electronic security system event in which a trained central station operator using a standardized protocol has determined ... a high probability that a criminal offense is in progress.

That a law enforcement agency ... has the autonomy and authority to increase priority to verified alarm calls.

Support for the new resolution was led by TPCA's Alarm Committee Chair, the late Highland Park Police Chief Chris Vinson, who passed away in June, two months after the resolution was voted on. Vinson was also a board member of the Partnership for Priority Verified Response (PPVAR), the leading organization in promoting the importance of verified alarm response. PPVAR recently changed its name from the Partnership for Priority Video Response to focus more on the importance of true alarm verification, and less on the specific technology that is utilized.

This new definition for alarm verification sets the same standard for the response of law enforcement to security alarms as for a 911 call. As the U.S. Department of Justice reports that 94-98 percent of all alarm activations are false, the new standard for ensuring the authenticity of an alarm will be a significant win for public safety and for the municipal budgets of communities that adopt this resolution.

Getting the standard changed is a significant shift for the industry. The goal is to encourage other states to follow suit and embolden law enforcement agencies around the country to respond with higher priority to verified alarms similar or equal to priorities given to eye-witnessed, in-progress crime.

PPVAR is also working with the Central Station Alarm Association (CSAA) to draw a clear distinction between alarm confirmation and alarm verification. The legacy term ECV, or "Enhanced Call Verification" has confused the definition of 'verification' because the intent of ECV is purely focused on identifying a false alarm situation, not on actually confirming a probable crime in progress. PPVAR has worked closely with CSAA to change ECV to "Enhanced Call Confirmation" (ECC).

PPVAR's next steps will be to develop training programs that encapsulate the best practices of the new alarm verification best practices and standards developed by PPVAR and its membership.

[For more information](#)

FBI: Violent crime rose in first half of 2015 versus 2014

1.19.16 - Associated Press – Washington

Violent crime rose across the country in the first six months of 2015 compared to the same period the year before, according to preliminary data released Tuesday by the FBI.

The statistics show a 1.7 percent jump in the overall number of violent crimes reported by local law enforcement, with increases in murder, rape, robbery and aggravated assault. The FBI said violent crime rose most dramatically, at 5.3 percent, in cities with populations between 250,000 and 499,999.

Burglary and property crimes, however, dropped in the first six months of last year, as did arson offenses, the FBI said. The statistics provide some numerical support for assertions, voiced in the last few months by local and federal law enforcement officials, of a crime spike in 2015. But the snapshot is widely understood to be incomplete since the data from local law enforcement is reported to the FBI voluntarily, and not all agencies participate.

Crime in the United States drew public attention last year as many major American cities reported increases in the number of homicides in their communities. The FBI statistics, pulled from 12,879 local law enforcement agencies nationwide, do show a 6.2 percent jump in murders from January to June 2015.

"While the overall violent crime rates remain historically low, and it is too early to draw any long-term conclusions, the Justice Department is acutely focused on the increases being experienced in some communities of the country," Justice Department spokesman Patrick Rodenbush said in a statement.

Rodenbush said the department next month is planning to convene law enforcement executives and representatives from U.S. attorneys' offices for training on anti-violence strategies. Last fall, it organized a crime-fighting summit for mayors and local law enforcement officials.

Police officials have struggled to pinpoint specific reasons for the homicide increase, and the FBI release does not point to possible explanations.

Many criminal justice experts have cautioned against making too much of the increase given that the totals are far below where they were some 20 years ago. Some have also noted that after years of drops, the numbers could not be expected to keep going down.

FBI Director James Comey in October raised the possibility of a connection between the crime increase and changing police behavior, saying he'd heard that officers after the 2014 Ferguson, Missouri shooting had adopted less proactive policing tactics for fear of being captured on viral videos and attracting public condemnation. But the White House distanced itself from that suggestion.

[More Info](#)

FARA's Believe it or Not

By: Brad Shipp

- **CA: Burglary Suspect in Santa Hat Breaks Into Hillsborough Home ...**
12.26.15 - NBC Bay Area - "He trips the alarm, because it's motion-sensored," Morioka said. "Now he tells the guard he is my partner's nephew. He actually locks the door," a move that ... [More Info](#)
- **CO: Englewood police follow footprints in snow to smash-and-grab suspect**
1.8.16 - The Denver Post - Shortly afterward, another alarm was triggered at a store, Sage said. This time officers were able to track the footprints in ... [More Info](#)
- **FL: Deputies: Pair takes children to burglary in Lake Worth**
1.14.16 - WPBF West Palm Beach - The homeowner told deputies that around 10 a.m. he was notified by his security system that his front door alarm had gone off. He checked his security cameras ... [More Info](#)
- **FL: Police: Man stole Christmas tree from church**
1.1.16 - WJXT Jacksonville - An alarm alerted authorities to the Dec. 25 robbery at the Christ Our Savior Lutheran Church. According to Panama City Beach Police reports, officers found ... [More Info](#)
- **ID: Drug traffickers get high and call the cops to turn themselves in. Here's the 911 call**
1.20.16 - East Idaho News - Rexburg - Authorities have released a 911 phone call from a drug trafficking arrest that ... [More Info](#)

- **KY: Police respond to burglar alarm, find suspect still in the house**
1.16.16 – WDRB - He says the would-be-thief used the bucket to climb in through the window. Once inside, officers found the place ransacked -- glass all over the floor, the alarm ... [More Info](#)
- **PA: Student charged after pot smoke sets off alarm at West Chester ...**
1.12.16 -The Mercury - Student Samantha Lynn Hendrie, 21, of Orrtanna, Adams County, was smoking marijuana that burned so much that it set off a smoke alarm in her apartment, ... [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 NESA

- **Don't be fooled by scams in 2016**
1.2.15 – KCSG - Alarm company security "upgrades": A technician rings your doorbell claiming to be from your alarm system company and needs to "upgrade" your equipment ... [More Info](#)
- **Six consumer scams to watch out for**
1.7.16 - Daily Herald - Alarm company security "upgrades." A technician rings the doorbell claiming to be from the alarm system company and needs to "upgrade" equipment right ... [More Info](#)
- **Beware of some alarm installers**
1.10.16 - Cyprus Mail - This same alarm company also claims that they have never had a break in at any of ... So, warning to all- if your intruder alarm company cannot show you their ... [More Info](#)

Public Safety Updates

Courtesy of NESA

- **AZ: Homeowner upset with city of Mesa for 'false alarm' fine**
1.14.16 - Tucson News Now - A Valley homeowner is upset after the city of Mesa fined him for a so-called "false alarm" and for not registering his Wi-Fi-enabled garage door opener. [More Info](#)
- **AZ: Paradise Valley alarm system failure illustrates system update ...**
1.16.16 - Paradise Valley Independent - The Town of Paradise Valley has been in the alarm business since 1984 but the hardware and infrastructure has become outdated and on this past New Years ... [More Info](#)
- **CA: Merced wants trial program to cut down on false alarms**
1.22.16 - Merced Sun-Star - It's been two years in the making, but the city of Merced appears to be making moves to implement a false-alarm ordinance, which officials say could save the ... [More Info](#)
- **IN: Lafayette (Ind.) Using Software Vendor to Collect False Alarm Fines**
1.8.16 - Security Sales & Integration - Lafayette (Ind.) Using Software Vendor to Collect False Alarm Fines. The police department has implemented the CryWolf software platform to administer false ... [More Info](#)
- **IN: LPD partners with company to crack down on false alarms**
12.28.15 - wfi.com - Lafayette, Ind. – The Lafayette Police Department has announced a new partnership as part of an effort to crack down on false alarms. [More Info](#)
- **LA: NOPD putting more cops' 'boots on ground' in neighborhoods**
1.14.16 - WDSU New Orleans - ... building an online reporting system to report nonviolent property crimes to police and updating the city's False Alarm Ordinance to cut time wasted responding ... [More Info](#)
- **MA: Police Reminder: There Are Fines for False Alarms**
1.14.16 - Patch.com - Wayland, MA -- Last year, Wayland police responded to 675 false alarms. Chief Robert Irving is reminding those people with residential or business alarms ... [More Info](#)
- **MO: City may start assessing fines for repeated false alarms**
1.20.16 - Chillicothe Constitution Tribune - When Police Chief Rick Knouse asked the council to consider an ordinance to address nuisance alarms, Chillicothe Fire Chief Darrell Wright ... [More Info](#)
- **NJ: Montclair Police Chief Sabagh to Leave Post March 1, Sources Say**
1.24.16 - TAPinto.net - In addition, Sabagh also implemented a False Alarm Reduction program which increased operational efficiencies and significantly reduced false alarms in the ... [More Info](#)
- **NM: City council to discuss film sound-stage proposal**
1.24.16 - Las Cruces Sun-News - Also, city councilors will hear a presentation about the city's false fire and security alarm ordinance, meant to curb a high number of false-alarm calls that were ... [More Info](#)

- **OH: Delaware County Sheriff Concerned About Frequent False Alarms**
12.23.15 - 10TV - They secure your home and give you peace of mind. But your home alarm system could be creating a problem for police. Last year the Delaware County ... [More Info](#)
- **OR: Coos County alarm ordinance goes into effect Friday**
12.30.15 - Coos Bay World - Coos County - The Coos County Sheriff's Office on Tuesday announced that it would begin enforcing a county ordinance concerning alarms on Friday. [More Info](#)
- **SC: CPD reminds community of false alarm ordinance**
1.22.16 - WCBD News 2 - The Charleston Police Department would like to remind homeowners and business owners of the city's false alarm ordinance implemented on September 1, ... [More Info](#)
- **TX: City of Allen reminds residents to register security alarm with city**
1.6.16 - Star Local Media - If your home or business has a security alarm, you must apply for a permit annually. Operating a security alarm without a permit can lead to hundreds of dollars ... [More Info](#)
- **WI: Pewaukee Village Board reduces \$8204 false fire alarm fee**
1.20.16 - Lake Country Now - Village of Pewaukee — After months of debate, elected leaders have changed what the village charges for false fire alarms, which used to be \$8,204 after the ... [More Info](#)
- **WV: Mon updating fee schedule for fire departments**
12.24.15 – The Dpost - The new law also adds a \$150 false fire alarm response charge beginning on a second call to any location within 30 calendar days. Bookmark this page to: Add ... [More Info](#)
- **WV: New law allows VFD to seek payments**
1.22.16 - The Dpost - The new law also adds a \$150 false fire alarm response charge beginning on a second call to any location within 30 calendar days. Commission President ... [More Info](#)

Industry News

Courtesy of NESAs

- **The Biggest Home-Technology Stories of 2015**
12.24.15 – CEPro - The new Savant Remote, Alarm.com IPO, 4K ecosystem including HDR displays and the demise of VIA International are among CE Pro's biggest home-tech ... [More Info](#)
- **CES showcases deterrents to burglaries, home invasions**
1.8.16 - Las Vegas Review-Journal - Some of the pricier systems have cameras and audible alarms. FBI statistics say burglars in 85 percent of break-ins will leave the scene immediately if an alarm ... [More Info](#)
- **Smart home security soars at Consumer Electronics Show**
1.8.16 - FOX 13 News, Tampa Bay - It makes sense; everyone wants to make sure their house is safe, but the technology presented this year goes beyond home alarms that contact law enforcement ... [More Info](#)
- **Lowe's goes with UCC for professional monitoring**
1.6.16 - Security Systems News - "The traditional alarm company wasn't going to sell an alarm to [a DIY customer] anyway. ... All it does is expand the entire market as far as prospective ... [More Info](#)
- **Security Flaw In Comcast's Xfinity Home Alarm System Leaves ...**
1.5.16 - International Business Times - That fancy new home alarm system might not be keeping you so safe after all. Vulnerabilities in Comcast's Xfinity Home Security system could make it possible ... [More Info](#)
- **Interlogix Releases UltraSync Smart Home Management Mobile ...**
1.6.16 - Security Sales & Integration - Users can select multiple "stay" modes for entry delay, instant alarm or night operation. Other hub features include: Event filtering — Users can filter between ... [More Info](#)
- **EMERgency24 offers 'filtered monitoring'**
1.6.16 – SSN - Des Plaines, Ill.—Offering "filtered monitoring" has helped third party central EMERgency24 expand its video options for dealers. [More Info](#)
- **CES 2016: The Coolest Security Products**
1.8.16- Security Today - The International Consumer Electronics Show, otherwise known as CES, is the world's gathering place for all who thrive on the business of consumer technologies. This year, the security industry has made a splash. A noticeable trend is devices that connect you to your secure home, even when you aren't there. These three products give users a sense of security and peace of mind, something all homeowners wish to have. [More Info](#)
- **ADT expands monitoring with Canopy**
1.13.16 - SSN - Las Vegas - ADT announced its new Canopy service at CES, which brings the company's professional monitoring capabilities into devices from LG, Honeywell, Samsung, and others. [More Info](#)
- **Vivint Connects to ASAP Program in Richmond, Va.**
1.15.16 - Security Sales & Integration - Implementation of the Automated Secure Alarm Protocol continues to build across the nation. Recently, Boca Raton became the first connected PSAP in Florida. [More Info](#)
- **Alarm.com and Monitronics Extend Preferred Technology Partnership**
1.20.16 – CNNMoney - Alarm.com will continue to be the primary supplier of smart home technology and connected security services to Monitronics and its more than 600 authorized ... [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

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