



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink October 2017 Edition

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Vector Security, Inc.

FARA Training Symposium



Hotel and Dates are set

*DoubleTree Suites Seattle Airport
Southcenter
Seattle, WA*



May 1 to 3, 2018- FARA Symposium

[Download the Symposium Packet](#)

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Joe Carr Passes Away

Joe was a Vietnam Veteran that was exposed to Agent Orange and was diagnosed with Multiple Myeloma that resulted in End Stage Kidney Failure requiring dialysis. He passed on Monday October 23, 2017 from complications of his long term illness.

Joe was a long term resident of San Antonio, but spent the past several years as a "road warrior" traveling the roads of Texas and New Mexico to visit alarm dealers. He was active in TBFAA, FARA and all the local Texas associations.

Joe Carr had over thirty years' experience in the security industry ranging from designing both physical and electronic security for banks and government high security systems to residential and small business systems. [More Info](#)



Robbie Robinson Takes New Role

I wanted to let you know that my role with Phx PD has changed course. They have decided to attempt using civilian police assistants as alarm inspectors. I have been transferred out of the Phoenix PD Alarm Unit along with my old partner when they pulled 167 detectives (and 17 Sergeants) from their specialty assignments back out to patrol the streets due to the manpower shortage earlier this year. Unfortunately police work is no longer popular with the youth of America and hiring qualified applicants has become a challenge. It's a long story, but I have been able to stay involved with the alarm industry on my own personal time and help Becky Buckhannon (Phx PD Alarm Coordinator) because I believe in the mission we had. It is hard for me to let go after 13 years.

By the end of this month I will be transferred again, over to the AZ Counter Terrorism Information Center (ACTIC) which is a multi-agency fusion center run by the AZ DPS. I will be working with the facial recognition program. I am scheduled for facial recognition training by the FBI and on the Morpho Face Detective software used by the AZ DPS. I am excited and bummed at the same time because this means that I will most likely not be able to continue assisting with the alarm industry committees and special projects on my own time due to the schedule I will be working.

I will always do my best to assist you any way I can as I am committed to the co-mission of the Phx PD Alarm Unit and the Security Industry.

Take care,

Robbie

Detective H.W."Robbie" Robinson #5002

Phoenix Police Department, Forensic Imaging Unit, Phoenix, Az

Few False Steps for EPS

10-4-17 - Security Sales & Integration - When it comes to managing false alarms, EPS Security has taken the ball and run with it. Having knocked on the door several times, the company shares a playbook that has allowed it to finally punch through and capture a **Police Dispatch Quality (PDQ) Award**. At last, the company has broken through to score its hard-earned and well-deserved PDQ Award. "Dave [Hood] and I have worked with our monitoring center, operations team and administrators for four years on this award," says EPS Security Marketing Specialist Jeremy Schellie. "To come in second for three years was disappointing, but it revealed two things. We knew we were worthy and we knew we were close. As far as inspiration, that is all we needed." [Website Article](#) [Magazine Article](#)



Vector Security Earns PDQ Runner-Up Honors for Superb Alarm Management

10.24.17 - SSI - Vector Security is the first and only two-time winner of the Police Dispatch Quality (PDQ) Award, earning the honor in 2006 and 2013. Vector Security, which operates its own TMA Five Diamond central station, once again demonstrated a concentrated and comprehensive alarm management program that fell just shy of winning the 2017 PDQ honor. [More Info](#)



How Victimization Affects Alarm System Owners

10-4-17 - Security Sales & Integration - An AIREF-backed study investigates the security and safety habits of victims before and after a burglary. Among the good news is such incidents prompt many to buy alarm systems. The bad news is half the systems at the time of a burglary were not in use. [More Info](#)

FARA's Believe it or Not

By: Brad Shipp

- **CO: Loveland man shoots fireworks at police, ignites own house and kills ...**
9.27.17 - Fort Morgan Times - The incident began about 8:40 p.m. Monday, according to a press release from the Sheriff's Office, when the department received a call from an alarm company ... [More Info](#)
- **CO: Three bears break into Colorado pizza shop**
10.9.17 - CBS - A Colorado pizzeria owner says a female black bear and her two cubs caused damage to his kitchen overnight -- and he has surveillance video to prove it. [More Info](#)
- **MA: Armed pair rob bank in Halloween masks**
10.25.17 - Boston Herald - Holliston officers responding to a panic alarm at the TD Bank about 1:41 p.m. were told by employees that a man wearing a rosy-cheeked ... [More Info](#)
- **NJ: Police: Robbery Suspect Left Wallet Behind at Crime Scene**
10.19.17 - U.S. News & World Report - Officials responded to an alarm at Mavis Discount Tire early Thursday and found a broken window in the back of the building. Police say they ... [More Info](#)
- **NY: Thief Cooks Meal During Restaurant Robbery**
10.13.17 - CBS - Police in Nassau County are looking for a burglar with impeccable manners and a hearty appetite. [More Info](#)
- **OH: Lights & Sirens: Car hits cow**
9.26.17 - Bucyrus Telegraph Forum - A false alarm was investigated... [More Info](#)
- **TX: Burglar Arrested After Returning to Retrieve His Beer**
10.19.17 - TXK Today - Officer Thomas Shaddix was initially dispatched to an alarm call at the business at 9:38 on Wednesday evening. He found a broken window on the east side of ... [More Info](#)
- **WI: Burning food didn't bother sleeping resident, Madison Fire says**
10.10.17 - Madison.com - A pot of burned food and a smoke alarm blaring for 30 minutes apparently didn't bother a Downtown apartment resident, who was found asleep at the kitchen ... [More Info](#)
- **WY: 'Booby trap' bill fixes loophole after Wyoming officer is impaled by ...**
10.26.17 - WZZM - 12 when Wyoming police responded to an alarm at the licensed medical marijuana grow operation. The grey brick building was enclosed by a fence. Two men ... [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!

Public Safety Updates

Courtesy of NESAs

- **CA: Palo Alto cuts 11 firefighter jobs after Stanford reduces contract**
10.20.17 - The Mercury News - One area where efficiency might be improved: False alarms at local businesses. The department answers around 9,000 emergency calls a year, Nickel said, and ... [More Info](#)
- **FL: False house alarms: The price Jacksonville homeowners are forced ...**
10.27.17 - ActionNewsJax.com - False alarms take valuable time from the Jacksonville Sheriff's Office, — where officials say 98 percent of all alarm calls are not legitimate. The agency has ... [More Info](#)
- **HI: Renew, register alarms**
10.6.17 - Thegardenisland.com - Lihue – The Kauai Police Department is reminding residents and businesses to register or renew their alarm systems in order to comply with the Kauai County ... [More Info](#)
- **IN: False alarms, campus fire runs irk Council, fire chief**
10.17.17 - The Banner-Graphic - This is no false alarm. City officials are getting hot and bothered about all the false alarms the Greencastle Fire Department regularly responds to these days. [More Info](#)
- **MD: Frederick County agencies receive \$241287 in domestic violence ...**
10.10.17 - Frederick News Post - "Then we will also buy certain alarms for domestic violence victims who may need them," Clarke said of the remaining funds. "... They're panic alarms that go ... [More Info](#)
- **MI: Farmington stiffens penalties for false alarms at businesses**
10.19.17 - Hometownlife.com - Farmington Public Safety Director Frank Demers told the council that more than 75 percent of the 218 false alarms to which police have responded in 2017 have ... [More Info](#)
- **MO: City Council Considering Home Alarm Ordinance**
10.25.17 – KBIA - The Columbia city council is considering a new penalty system for home security false alarms. The ordinance would potentially ding violators with \$100 fine after ... [More Info](#)
- **NC: Automated Secure Alarm Protocol (ASAP) Adopted in Union County ...**
9.30.17 - Security Sales & Integration - ASAP automates communication between alarm monitoring central stations and 911 centers, resulting in improved accuracy and speed of emergency response. [More Info](#)
- **ND: 911 User Fee Increase Proposed in North Dakota County**
10.19.17 - Firefighter Nation - "Every 911 call, every non-emergency call, every fire alarm, medical device alarm, every request for assistance from the field units goes through our center," said ... [More Info](#)
- **NM: Councilor proposes businesses share costs, work with APD on ...**
10.7.17 - KOAT Albuquerque- Those plans could include more private security, surveillance cameras, better lighting, alarm systems, fencing, gates or overtime for APD officers to patrol the ... [More Info](#)
- **OH: Officials: False alarms a problem at apartments**
10.14.17 - The Star Beacon - By city ordinance, Conneaut can bill an alarm user or alarm company "if more than two false alarms occur at a particular location in any calendar year." The fire ... [More Info](#)
- **ON: Service fees contribute to drop in false fire alarms**
9.27.17 - 680 News - Once seen as an unacceptable strain on resources, the number of false alarms Toronto firefighters are responding to has now dropped dramatically. The reason: ... [More Info](#)
- **VA: Loudoun County, Virginia Goes Live with Automated Secure Alarm ...**
10.12.17 - IT Business Net - Pittsburgh -- Loudoun County, Virginia becomes the latest municipality to go live with Automated Secure Alarm Protocol ... [More Info](#)
- **WV: Wheeling Police issue reminder to register burglar alarm systems**
9.28.17 - WTOV Steubenville - The program was launched on Oct. 1, 2016, with a goal to reduce false alarm calls and ease the burden on the Wheeling Police Department's Patrol Division. [More Info](#)

Industry News

Courtesy of NESAs

- **'Scammer' Alarm Companies Reach \$500K Settlement with AG's Office**
10.25.17 - Law.com - Utah-based Alder Holdings and a subsidiary, Alarm Protection Georgia, have agreed to pay \$500,000 to settle claims that they defrauded Georgia consumers. [More Info](#)
- **Honeywell to Spin Off Homes Portfolio, ADI Global by End of 2018**
10.10.17 - SSI - Honeywell's Home and Global Distribution business will include home and building security systems, connected home portfolio and life-safety products among others. [More Info](#)
- **Dynamark Buys Buckeye Protective to Expand Central Station ...**
9.26.17 - Security Sales & Integration - Founded in 1975, Dynamark Security Centers supports independent alarm dealers with comprehensive monitoring services as well as account purchases, ... [More Info](#)

- **ADT burglar alarm stayed silent while I was being robbed**
9.26.17 - The Guardian - I was burgled recently and lost my laptop and PlayStation. My home alarm was on and in working condition (confirmed by ADT), but it didn't activate despite ... [More Info](#)
- **Fresno State Students to Receive PERS Pendants**
9.28.17 - Campus Safety Magazine - Campus Housing Director Erin Boele tells KFSN-TV, an ABC affiliate, the alarm devices are especially welcomed by students who walk to night classes. [More Info](#)
- **News Poll: Harmful alarm ordinances worry security companies**
9.20.17 - Yarmouth, ME - In order to combat false alarms, some municipalities - most recently with Sandy Springs, Ga. - seek to bring false alarm fines to alarm companies, and 70 percent of respondents to SSN's latest News Poll say that this can be a big problem for the industry. [More Info](#)
- **Security Alarm Systems Sales to Increase 5% Annually Through ...**
10-4-17 - Security Sales & Integration - Cleveland - Sales of security alarm systems are forecast to increase 5.1% annually through 2021, reaching \$4.9 billion, about the same as electronic ... [More Info](#)
- **Lowe's: DIY Will Fade and Consumers Will Hire Pros for Smart-Home & Other Projects**
10.26.17 - CEPro - Qualified professionals for smart-home and other housing projects are easy to find. Consumers will shed their DIY inclinations and hire contractors instead. [More Info](#)
- **Best of DIY and Pro: UL-Listed Security Hub with SmartThings Inside, Monitored by ADT, Built on 2Gig**
10.2.17 - CEPro - Best Buy gets first dibs on an impressive new DIY security system with a complete Samsung SmartThings home-automation hub inside, including ZigBee, Z-Wave and Wi-Fi. The system is apparently made by leading security manufacturer 2Gig (Nortek) and monitored by ADT. [More Info](#)
- **ADT Launches DIY Home Security System with No Contract for Professional Monitoring**
10.2.17 - EH - New system from ADT and SmartThings combines 24/7 professional monitoring with the ability for homeowners to install the system themselves. [More Info](#)
- **Best Buy Lays Out Massive Smart Home Service Expansion Plan**
10.2.17 - CEPro - Aiming to hit \$43B in revenue by 2021, Best Buy will expand Smart Home Powered by Vivint home automation and security to 450 stores, add 1,500 dedicated smart home employees. [More Info](#)
- **Ring Protect Shatters Price Barriers for Security Monitoring, Video Storage**
10.2.17 - CEPro - Ring Protect DIY security and home automation system debuts with ZigBee, Z-Wave, Bluetooth, Wi-Fi, cellular and no-contract professional alarm monitoring with such absurdly low fees you wonder how they make money. [More Info](#)
- **Nest takes step into home security**
9.25.17 - San Francisco - MONI named exclusive monitoring partner. Nest announced on Sept. 20 that it would expand more into security, adding a variety of security-related products to the company's portfolio. The company is exclusively partnering with MONI Smart Security for professional monitoring at launch. [More Info](#)
- **Nest jumps into home security market with 6 DIY products**
10-4-17 - Security Sales & Integration - Company also announces partnership with MONI for professional monitoring of the devices... [More Info](#)
- **ADT to Monitor Samsung DIY Package**
10.2.17 - SDM - Samsung, a provider of home automation, and ADT LLC, a home and business security provider, together announced a new professionally monitored, self-installed life safety solution powered by the SmartThings platform. [More Info](#)
- **Honeywell teases upcoming DIY home security system**
10.17.17 - CNET - Smart thermostat maker Honeywell today sent its existing customers an email teasing an upcoming home security system. All we know right now is that the system is DIY. [More Info](#)
- **Best Buy to Make Bigger Push in Smart Home**
10.11.17 - SDM - Best Buy, which announced a strategic partnership with Vivint Smart Home in May, has announced it will be expanding its smart home offerings by the end of October 2017. [More Info](#)
- **Nest Partners With I-View Now to Offer Video Alarm Verification ...**
10.26.17 - Security Sales & Integration - Nest Cam security camera owners can now ask their Nest Pro installer to add the I-View Now video verification monitoring service with most alarm systems. [More Info](#)
- **Amazon makes its foray into DIY home security**
10.25.17 - SIW - Company announces the launch of 'Amazon Cloud Cam,' 'Amazon Key' [More Info](#)
- **Wink Throws Hat in Ring for DIY Home Security System Supremacy**
10.25.17 - SSI - Wink is the latest smart home company to release a DIY security system, following recent launches by Nest and SmartThings. [More Info](#)
- **ADT Acquires Gaston Security to Boost Commercial Integration Business**
10.19.17- SSI - Gaston Security serves the financial, commercial, industrial, educational and government sectors across the Mid-Atlantic and Southeast region of the United States. [More Info](#)
- **How Video Verification Provides More Actionable Data, Better Intel**
10.18.17 - SSI - Find out how video verification assists in false alarm reduction and delivers RMR potential. [More Info](#)

- **ADS Security makes fourth acquisition of 2017**

10.24.17 – SecurityInfoWatch - Equinox Alarm Services owner, Carl Grantham, will be joining the ADS Security team in Tuscaloosa in a technician role. Equinox customers are currently being ... [More Info](#)

- **Banking Vertical Survey: Majority of Consumers Say Visible Security Cameras Help Prevent Crime**

10.25.17 - SSI - A March Networks-sponsored survey shows a continued focus on customer experience remains critical for banks and credit unions when it comes to retention. [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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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

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