



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink November, 2010

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San Antonio Training Symposium Update

By: David Wilson, Conference Committee Member

Have you registered for the 2011 FARA Training Symposium?

WHY NOT?

What are you waiting for, someone to pay for you to attend?

OKAY THEN!!!!

FARA will pay for you to come receive the best false alarm reduction training on earth. Yes, you read correctly – FARA will pay for public safety members to attend and participate in this outstanding training symposium. The location can't be beat.....San Antonio, TX! Are you kidding me!!!

Symposium brochures were mailed to all FARA members the last week of October. Read it!! It's full of information about the training schedule and events for the week. [Click here to download a copy.](#)



The location will be right in the middle of San Antonio's historic RiverWalk at the Sheraton Gunter Hotel at \$117 per night. [For information on the hotel visit their web site](#)

Did I mention that FARA will pay for public safety members to come to the training symposium????? Well, you better hurry and register and apply for the symposium funding – It’s first come first served!! So, if you drag your feet, you will have to tell your agency that you were lazy and didn’t apply for the free ride when you had a chance. Do you think they will open the checkbook for you when they hear that? Probably not....so get it done today!!!! [Click here for an Application](#)

The conference committee has been working hard to put an excellent training opportunity together for you. The symposium has a lot of fun activities included (yes, we can have a little fun – this is San Antonio people) to build relationships between public safety and alarm industry attendees. There will be an amazing silent auction, a few impromptu live auctions and a thrilling scavenger hunt through beautiful San Antonio. The hotel is located a half block from the beautiful San Antonio River Walk. These are just a few of the awesome things that will be happening in San Antonio. Are you ready???

DON'T MISS THIS ONE!!!!!!!!!!!!

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)

Broadview Security, Inc.
 National Electronic Security Alliance (NESA)
 Public Safety Corp (CryWolf)
 Texas Burglar & Fire Alarm Association (TBFAA)

Gold (\$1000)

Canadian Security Association (CANASA)
 IQ Board
 Maryland Burglar & Fire Alarm Association (MDBFAA)
 Vector Security, Inc.

Silver (\$750)

DSC

Bronze (\$500)

ADS Security
 PMAM Corporation
 South Carolina Alarm Association (SCAA)
 Vintage Security, LLC

Sponsor (\$250)

Emergency 24, Inc.
 Homesafe Security Systems

T&C Committee Stays Busy Revising Materials and Creating New Ideas

By: Sherry Couey, T& C Committee Member

The Training & Certification Committee continued to review the Public Safety Tips materials for updates and revisions. Public Safety Tips include information that public safety and industry professionals must have to successfully sit for the Certified Alarm Manager exam. So far the committee has reviewed 13 of the documents and agreed on changes and revisions to submit to the FARA Board for approval.

After the success of the last webinar, "Preparing for the Certified Alarm Manager Exam," the committee has decided to work on more ideas for webinars for FARA members. It was agreed that the Essentials of False Alarm Reduction would be the next class to develop.

In other T&C news, with the use of a subcommittee comprised of members who could meet in person, the False Alarms 101 online course for the alarm industry was completed and submitted to Elite CEU for posting and follow up.

Have you ever looked at FARA materials and thought to yourself, "I really think FARA should provide training on _____." If so, then come join us! We want to hear your ideas! The Training and Certification Committee meets the third Thursday of each month. If you are interested in hearing what this committee is all about, please contact T&C Chair Susan Clark at 240/773-6300 or via email at susan.clark@montgomerycountymd.gov.

Fire Alarm Committee News

By: Mike Mahoney and Ran Hansen, Fire Committee Co-Chairs

The Fire Alarm Committee had its first conference call on Wednesday October 20, 2010 - What a great kick off! We had 7 people, 4 current members and three new members. We discussed the need to bridge the gap between Fire and Police that persist on false alarm issues.

I urge everyone who is with FARA to reach out and work out these differences between the fire and law enforcement communities to help us build a better understanding of each other's concerns. We know police and fire issues are a little different, but sending personnel to the scene of a false alarm creates the same problem; possible injury or worse, to our dedicated women and men.

The committee is in the process of contacting existing members to obtain the names and contact information for each of the existing jurisdiction's counterparts in the fire service. Our goal is to work together to combat false alarms.

The interest in the fire committee has been fantastic. If anyone has any thoughts or ideas to share, please contact one of the committee members or join our call.

As we approach the holiday season, please watch your use of electric cords, lighting displays, candles, and materials used for the displays. Fire can strike anywhere and at anytime; please be cautious. Let's stay safe.

Essentials of False Alarm Reduction Course

By: Eileen Skidmore, Howard County Police Department

The Essentials of False Alarm Reduction course was presented October 26, 2010 in Ann Arundel County, Maryland at the request of Mid-Atlantic FARA Chapter members. This class was developed by FARA International, and the training day was sponsored by the Maryland Burglar and Fire Alarm Association. There were 20 participants from public safety and the alarm industry from Maryland and Virginia. Several jurisdictions that are at the beginning phase of either implementing a false alarm program and/or are preparing a false alarm ordinance were in attendance. The class, originally developed as a two-day course, has been condensed into one day, because FARA is sensitive to how valuable time is for our members. No content was lost through this consolidation, and the course

is still robust with time for interactive exercises, networking and Q&A.

Many thanks go out to FARA Instructors, Bill Douglas from the Loudoun County Sheriff's Office in Virginia; Stuart Forchheimer (pictured at left), President of Homesafe Security Systems, Inc. in Baltimore, Maryland; and Norma Beaubien, Montgomery County Police Department in Maryland, for taking time out of their busy schedules to present this course. Having instructors from a sheriff's office, police department and alarm company provided a great opportunity to hear varying sides of the same coin and was very beneficial.



If you want to hold an Essentials of False Alarm Reduction class in your area, be prepared to receive lots of helpful information, presented by experts in the field, to assist you in developing and managing your false alarm reduction program. Everything you need to develop or improve your program is addressed in this class. Hand outs are excellent and include such topics as forming a false alarm work group when developing an ordinance, creating a Web site, unit expenses, tracking and billing, false alarm causes and prevention and much, much more.



This class is available to all FARA members and the trainers can come to your site. For additional information or for scheduling training, please contact either Sue Clark, Chair, FARA Training and Certification Committee, at 240-773-6300 or via email at susan.clark@montgomerycountymd.gov or FARA's Executive Director Brad Shipp at 301-208-8660 or bradshipp@4yoursolution.com.

Membership Committee

By: Stacey Peacock, Barnstable Police Department

FARA IS ON FACEBOOK!!

The membership committee, with Frank Farren as the lead on this project, has been diligently working on FARA's **FACEBOOK** page. Come check us out on FaceBook by searching 'False Alarm Reduction Association'. Show your FARA support by becoming someone who 'Likes' us. We are currently 66 people strong and growing all the time. Stay tuned for updates and the latest FARA news and posts. We are very excited about this internet venture in hopes of sharing FARA with the world!

News from the Mid-Atlantic Chapter of FARA

By: Eileen Skidmore, Howard County Police Department

Level 1 Alarm Class

A group of public safety Mid-Atlantic Chapter members participated in the Maryland Level 1 Burglar & Limited Fire Alarm Course. This course was graciously offered by the Maryland Burglar and Fire Alarm Association (MDBFAA) on a complimentary basis to public safety FARA members. While definitely geared toward alarm system installers, this course provided in-depth training that allows public safety members to better understand how alarm system operate, which better prepares them to answer questions, troubleshoot false alarm problems and do their jobs more efficiently and effectively. Topics included, but were not limited to: law, standards and codes, professionalism and ethics, general electricity and electronics, system installation, reducing false alarms and troubleshooting. A test was administered on the second day and those who passed were certified as a Level 1 Burglar & Limited Fire Alarm Technicians. Many thanks go out to the MDBFAA for putting this class on for public safety.

Chapter Meeting

The Mid-Atlantic Chapter of FARA International also held its third meeting of 2010 on September 22. Mid-Atlantic Associate Director Ken Roussey of Vintage Security in Jessup, Maryland hosted the meeting. After a very short structured meeting, the highlight of the morning was the question and answer session with industry leaders. Approximately 35 members and guests had an opportunity to participate in an open forum discussion. Public safety members asked questions of Vintage Security representatives and learned from them, as well as from other alarm companies who attended the meeting. Questions included how to deal with senior citizens, putting systems on test, bypassing faulty zones, third-party monitoring and updating customer information, issues with the hearing impaired, enhanced call verification, 1+ duress alarms, realtor situations and more. The meeting was very positive and the group is looking forward to holding more such forums in the future. We are very grateful to Ken for organizing this forum and to Vintage owner Rick Brokaw for providing an outstanding venue and lunch.



Joint Meeting with MDBFAA

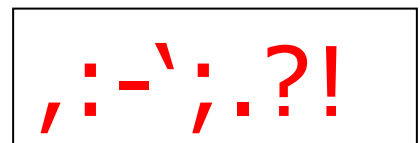
Chapter members and guests then traveled to the Howard County False Alarm Reduction Unit to participate in the yearly meeting with the Maryland Burglar and Fire Alarm Association (MDBFAA). Dick Avnet, President, MDBFAA highlighted some of the projects the association is undertaking through their Insurance, Membership and Region committees. Norma Beaubien, Montgomery County False Alarm Administrator, provided highlights of FARA's Buffalo Symposium and the upcoming symposium to be held in San Antonio, Texas from April 5-7, 2011. She offered thanks to the FARA Institute sponsors who were in attendance; i.e., Homesafe Security, Vintage Security and Vector Security. Through their generous donations, FARA was able to send more public safety members to Buffalo to attend the training. Additionally, each participating jurisdiction provided a summary of their jurisdiction's Alarm Ordinance. A question and answer session followed. There was a good exchange of information between industry and public safety. Copies of the Maryland and Virginia alarm ordinance matrices were distributed to MDBFAA members. They provide a concise summary of the key elements of each jurisdiction's ordinance.

All in all, it was an extremely successful day. If anyone is interested in getting help to set up similar meetings in their own areas, please contact FARA or the Mid-Atlantic Chapter at info@faraonline.org.

Communications Committee

By: Norma Beaubien, Co-Chair

Do you love the written word? How about those wonderful punctuation marks like commas, hyphens, apostrophes and exclamation points? Do you know when to use a semicolon instead of a comma? Do you enjoy researching issues and putting thoughts to paper?



If answered "YES!" (or even "yes") to any of the above questions, then I invite you to sit in on a Communications Committee teleconference and see what we are all about. The Communications Committee is responsible for writing, revising and publishing the majority of FARA's publications library. That includes our manuals, guides, brochures, bulletins and model ordinances. (Could a semicolon have been used between the previous two sentences? HMMMMMM)

The committee meets the first Tuesday of every month at 2:00 pm Eastern time. Join us and learn about exciting changes that are on the horizon! Please email me at norma.beaubien@montgomerycountymd.gov if you are interested so I can reserve a spot for you!

NESA Held Annual Meeting In Galveston, TX

On October 21 the NESA board of directors met as a part of the TBFAA Annual Meeting. During the meeting the board elected the following officers, who will take office on January 1, 2011. Jordon Brown of Arkansas will be the new President and Chris Russell will be the new Vice President and continue as the Texas Burglar & Fire Alarm Assn. Director. Dean Coburn of ADI was re-elected as Associate Director and current President Rex Adams will serve as Past President. The remaining officers will continue to serve until the 2011 annual meeting.

The board also:

- approved revisions to the FARA-NESA Alarm Equipment Guide
- decided to hold its annual meeting for 2011 at the FARA International Annual Training Symposium on April 5th in San Antonio, TX.
- discussed industry standards
- planned improvements to the NESA Monitor
- discussed expanding communications – including using social media
- approved a \$5,000 contribution to the FARA Institute – to provide reimbursements for public safety to attend the FARA Symposiums. The board decided that the contribution can only be used for public safety professionals in NESA member states, unless the state association in a non-member state agrees to send an officer to the Symposium
- Added \$2,000 to the budget to fund officer travel to represent NESA at FARA and other meetings

IQ Certification Program: The Answer to Poor Workmanship and Trunk Slammers?

By Tim Creenan, Chairperson, IQ Certification

Poor workmanship and trunk slammers...have been a black mark on our industry. However, it should be obvious that the size of a company is not necessarily a guarantee of quality. There are many small, one-man operations that do professional quality work and many large organizations that leave much to be desired. The same is true in reverse. So how can consumers know which companies to trust? How can Public Safety Officials know which companies are meeting the highest standards and doing all they can to reduce false dispatches?

Fortunately, the industry has the Installation Quality (IQ) Certification Program. Our goal is to continue to work together with FARA and reduce false dispatches. That's why it's important that FARA members know and understand the IQ program.

- **Best Practices** - IQ has established a set of best practices and de facto consensus standards on installation quality as well as a checklist to ensure that the customer knows how to operate their alarm system. Both small and large alarm companies who are IQ Certified follow these guidelines. IQ companies are using their certification to form better relationships with law enforcement and fire prevention professionals.
- **Training** - IQ does not offer training, but training is a requirement for certification. All technicians must have training from National Training School (NTS), CANASA or an approved equivalent. Training is also required for customers, which is also a help in reducing false dispatches. Beyond training, standards are followed on system design, product selection, installation, customer training and monitoring.
- **Certification** - The certification process involves the company ownership making a dedicated commitment to the IQ program, appointment of a company IQ compliance officer, submission of an application, review of the company's application by the IQ Board, which obtains information on the company from the local police, fire and state regulatory agencies regarding the applicant company performance, history and license status.
- **Ethics** - While the IQ Certification Program cannot address management styles or techniques, it does have a Code of Ethics within the IQ Guidelines. If you are aware of any violation of these by an IQ Certified company, please advise the IQ Certification Board of Directors so that an inquiry can be started.

- **Substandard Installations** - The same holds true for substandard installations by IQ. IQ does not inspect the work, but the IQ Board takes these issues very seriously and will investigate any IQ Certified company regarding compliance with the IQ Guidelines and Policies. The IQ Board does not rubber stamp all applicants. Recently the IQ Certification Board denied certification to both companies that applied as new and for renewal of IQ Certification. IQ is not just another plaque to hang on the wall. It must be earned initially and continually. I would ask FARA members to supply the IQ Certification Board with photos if they are aware of any substandard work done by IQ companies.
- **Industry Recognition** - The IQ Certification program has been recognized by leading associations (including FARA) for its value in helping decrease the occurrence of false dispatches. The Electronic Security Association (ESA - formerly NBFAA), Central Station Alarm Association, SIAC, CANASA and SIA have all endorsed the IQ Certification Program.
- **Recommendations** - IQ Certification also serves as a way for you to distinguish those companies that have implemented proactive steps to reduce false dispatches through quality system installations and end user education. By knowing which companies are working to reduce false dispatches, IQ Certification provides you with a legal and ethical way to recommend quality companies to consumers.

Both FARA and IQ have made considerable progress in the past years. The IQ Board of Directors appreciates the support FARA has shown to IQ. Let's continue to work together to promote quality and ease the burden that false alarms place on the public safety community.

For more information on the IQ Certification Program, visit www.iqcertification.org or call (866) 833-8302.

Featured Bulletin – Maintaining Contact with your Alarm Company

By Brad Shipp, FARA

This bulletin reminds alarm users to contact their alarm company to update current cellular phone numbers and other necessary number changes.

The full list of bulletins, which have been approved by the board, can be accessed on our [web site](#).

We encourage you to use these informational bulletins as bill stuffers, hand outs at meetings or to send to individual problem alarm users.

FARA False Alarm Prevention
Information for Alarm Users

Maintaining Contact with your Alarm Company

Haven't received a call from your alarm company lately?
Maybe your contact numbers are not updated! In today's busy world, the simple things like updating your alarm company with current cellular phone numbers and other necessary number changes are all too often forgotten.

When an alarm is received from your place of business or residence, your alarm company will need current contact information to verify your emergency and notify you of the alarm dispatch.

1. Ask your alarm company to send you a list of your current call list, and then make the necessary changes. Most companies will accept changes via fax or email. Otherwise mail them your changes.
2. Tell your alarm company who has keys to your home or business, and make sure they are on your call list. Your local police department may require that a key holder accompany them when they respond to an activated alarm.
3. Include all phone numbers for each contact (including cell phones, work numbers, home numbers, etc.) on your call list, and list them in order of priority.
4. Please remember to review your call list with your alarm company at least once a year, and notify them of any changes to your call list or phone numbers when they happen.

Taking the time to keep your alarm company informed of your latest contact information will ensure that there is no confusion about "who to call" when an alarm occurs. And, it will also help ensure the quickest processing!

Featured Manual – How to Calculate False Alarm Dispatch Statistics

By Brad Shipp, FARA

The purpose of this manual is to offer guidelines for the meaningful comparison of false alarm dispatch statistics between jurisdictions and to aid in establishing standard criteria for compiling accurate statistics suitable for comparison. This manual attempts to establish national standards for measuring and comparing alarm management methods, since none currently exist.

The full list of manuals, which have been approved by the board, can be accessed on our [web site](#). Copies of manuals can be downloaded from the member's only site.

FARA

How to Calculate False Alarm Dispatch Statistics

Produced by the
False Alarm Reduction Association (FARA)

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News on Door to Door Sales

Courtesy of NESA

- **CA: Fake alarm man going door-to-door in the City of Pleasant Hill**
10.8.10 - San Francisco Chronicle - Pleasant Hill, CA - On Wednesday, a man called the Pleasant Hill Police to report that his uncle had let a man into his home who claimed to be an employee of ADT (an alarm ... [More Info](#))
- **CA: Police on the lookout for possible home security scam**
10.8.10 - Gilroy Dispatch - Gilroy, CA - Police were unable to validate GE Alarm Solutions, its employees or contractors. The Anti-Crime Team has been conducting surveillance in the area detaining ... [More Info](#)
- **GA: Questionable company may be in DeKalb**
10.9.10 - Times-Journal - DeKalb, GA - According to the BBB, Pinnacle representatives make cold sales calls to discuss the purchase and installation of an alarm system, then ask for a voided ... [More Info](#)
- **MN: Alarm company sued by Minnesota attorney general**
10.27.10 - SecurityInfoWatch - Buying equipment from AMP Alarm LLC, he said, could save their lives. Now, several months after the Bispings began paying monthly installments for a service ... [More Info](#)
- **MN: Summer model company hopes to mediate with state AG**
11.11.10 - Security Systems News - Orem, UT - A summer-model company based here, continues to deny allegations of deceptive sales practices, but it's agreed to go into mediation. [More Info](#)
- **NE: Security System Pitch Raises Alarm**
10.12.10 - WOWT - Omaha, NE - A consumer said a door to door salesman from Pinnacle Security of Utah approached her husband and told him his current alarm company had been purchased by Pinnacle, which turns out to be untrue... [More Info](#)

Public Safety Updates

Courtesy of NESA

- **AZ: Avondale residents may face fines for repeat false alarms**
11.9.10 - AZ Central.com - Avondale, AZ - The council will consider a verified-alarm-response system at its Jan. 3 meeting in hopes of reducing false-alarm calls to police and recouping some costs ... [More Info](#)
- **BC: Council needs more public input on false alarm bylaw**
11.16.10 - Williams Lake Tribune - Williams Lake, BC - ... meeting, Williams Lake City Council gave three readings to Bylaw #2127 (false alarm bylaw). Prior to this, city staff held numerous public consultation ... [More Info](#)
- **CA: City Council Increases Some Fees**
10.7.10 - Patch - Beverly Hills, CA - More than 98 percent of security alarm activations are false, officials told the council at Tuesday's meeting. Currently, there is no fee associated with a ... [More Info](#)
- **CA: False alarms could bring more fines**
11.16.10 - Bakersfield Californian - Bakersfield, CA - Police staffers are currently working on a proposal to increase fines for repeat offenders ... [More Info](#)
- **CA: Homeowners Question Police Policy**
11.6.10 - KPSP Local 2 - Indio, CA - ...under a policy that went into effect in March, Indio police will not respond to calls unless a crime is verified. ... [More Info](#)

- **CA: Palo Alto considering new fire safety requirements**
11.4.10 - 1590 KLIV Silicon Valley News - Palo Alto, CA - Palo Alto is looking to become the second city in the state to require a certain type of smoke alarm in new or remodeled homes. Under the proposal that is ... [More Info](#)
- **FL: Alarm fee is really a hidden tax**
10.5.10 - St. Augustine Record - St. Augustine, FL - The "fee" (county ordinance 2010-15) is imposed on everyone who has a burglar alarm registered with a security company. First, the county should be honest, ... [More Info](#)
- **FL: City fee could soon be on the way for home security system**
10.29.10 - Wink News - Punta Gorda, FL - Schulz says the alarm companies should be on the hook for the money. "They should pay a fee if there is too many false alarms because they charge us", ... [More Info](#)
- **FL: St. Marys council rejects higher alcohol fees**
10.27.10 - Florida Times-Union - St. Marys, FL - Anyone with more than three false alarms would be fined \$100 for each additional false alarm. The fine would go to \$150 after six false alarms. ... [More Info](#)
- **GA: False Alarms Tax Johns Creek Police, Fire**
10.6.10 - WGCL Atlanta - Johns Creek, GA - Swamped with false alarm calls, the Johns Creek police and fire departments are considering fining violators. The police department responded to 2860 false ... [More Info](#)
- **IL: Carthage approves nuisance alarm fines; Plans proceed for traffic light to ...**
11.3.10 - Hancock County Journal Pilot - Carthage, IL - The Carthage city council approved a new three strikes ordinance for nuisance alarm responses by the Carthage Clipper Fire ... [More Info](#)
- **IL: Tri-Com weighing entering into alarm monitoring business**
11.10.10 - Kane County Chronicle - St Charles, IL - The agency responsible for dispatching police officers, firefighters and paramedics in the Tri-Cities and Elburn could decide in the next few weeks if it wants to upgrade its ability to directly monitor business emergency alarms. ... [More Info](#)
- **KY: Industry joins fire false-alarm battle. Efforts in Kentucky will be taken nationwide**
11.11.10 - Security Systems News - Louisville, KY - A new campaign here to combat false fire alarms involves not only local fire departments, but the alarm industry, with officials saying installers can play a role in reducing unintentional alarms...[Read More](#)
- **MD: Pocomoke council passes false fire alarm ordinance**
11.14.10 - Delmarva Daily Times - Pocomoke City, MD - Any responses in excess of the above numbers would subject the user to a \$30 penalty for each false alarm. Once the user receives a written notice, ... [More Info](#)
- **NJ: Home, business alarms must be registered**
10.14.10 - NorthJersey.com - Milburn, NJ - Also according to local ordinances, all alarm-sounding devices must have a 15-minute cutoff, and police may disconnect any alarm that does not shut off ... [More Info](#)
- **NJ: Pennsville will fine for false alarms**
11.11.10 - Bridgeton News - NJ.com - Pennsville, NJ - "There are an average of 12 firefighters who respond to each call, so every time there is a false alarm there is wasted fuel and wasted manpower," Hogan ... [More Info](#)
- **NJ: Security alarms must be registered effective Jan. 1**
11.5.10 - NorthJersey.com - Glen Rock, NJ - residents and businesses in the borough will be required to register their burglar alarm systems. False alarms will also be more closely monitored. ... [More Info](#)

- **NY: County mulls registration of emergency alarm devices**
10.13.10 - Catskill Daily Mail - Greene County, NY - Larry Gardner, D-Hunter, said Tuesday the county should explore a law to address false emergency alarms that trigger a response from firefighters and police — a problem local officials have said needs to be remedied... [More Info](#)
- **NY: Town might increase fines for false alarms**
11.17.10 - Riverhead News-Review - Riverhead, NY - The Riverhead Town Board is considering increasing fines for multiple false alarm violations and for people who ... [More Info](#)
- **OH: Big fines end rash of false alarms**
11.15.10 - Columbus Dispatch - Columbus, OH - In 1998, the maximum fine for each false alarm in a year above 10 increased from \$50 to \$250. In 2003, the fine jumped to \$800. "We had to get the alarm ... [More Info](#)
- **OK: False alarm calls continue to be problematic for city**
11.8.10 - Muskogee Daily Phoenix - Muskogee, OK - A \$50 fee would be imposed for the fourth false alarm and \$100 for the fifth. The sixth incident and any after that could carry a \$200 administrative fine. ... [More Info](#)
- **ON: A friendly reminder to register your security alarm**
10.7.10 - Post - Ontario - West Grey, ON - All residents of West Grey are required under by-law number 95-2006 to register their residential and business Security Alarm Systems with the West Grey ... [More Info](#)
- **ON: Changes coming to false alarm user fees**
10.29.10 - Niagara Falls Review - Niagara Falls, ON - The Niagara Regional Police Board has updated the false alarm user fee by-law. Effective Nov. 1st, the fixed charge per false alarm attendance will increase ... [More Info](#)
- **ON: False Alarm By-law To Be Looked Over**
10.21.10 - CD98.9 - Norfolk, ON - Norfolk's Police Service Board will be revisiting their false alarm bylaw next month. This comes after a downtown Simcoe business owner came to the board in ... [More Info](#)
- **PA: Ransom looks into alarm ordinance**
11.10.10 - Wilkes Barre Times-Leader - Ransom, PA - The benefits of a proposed alarm ordinance were discussed at the Ransom Township Board of Supervisors meeting Nov. 1... [More Info](#)
- **SC: False Alarms Could Soon Cost You**
11.16.10 - Greenwood Today - Greenwood, SC - Owners would face fines of \$100 for the fourth false alarm, \$200 for the fifth false alarm, and \$300 for each false alarm thereafter. ... [More Info](#)
- **TN: Security reduces false fire alarms**
11.11.10 - Echo Online - Chattanooga, TN- The safety director said the campus aims to replace all facilities with fully addressable fire alarms, a system that pinpoints the exact room the fire concern is located... [More Info](#)
- **TX: Arlington council briefs: Burglar alarm vote tabled**
11.17.10 - Fort Worth Star Telegram - Police Chief Theron Bowman has asked the city to explore whether it would be more cost-effective for private security guards, instead of police officers, to respond to alarms, 99.7 percent of which are false, he said... [More Info](#)
- **TX: Central Texas has no shortage of false alarms: Temple to collect \$20000 in fees**
10.28.10 - Temple Daily Telegram - Temple, TX - Sometimes it's a curious dog traipsing across a porch that sets off the alarm. Other times it's a mental lapse, when a home or business ... [More Info](#)
- **TX: Register Your Active Burglary Alarm or Pay Up!**
10.9.10 - KBTX - Bryan & College Station, TX - Just after 10 minutes of our cameras walking into the center, dispatch answered two false alarm calls. "We get about 190 false alarm calls each month," says ... [More Info](#)

- **WA: Do Seattle police still rush respond to burglar alarms?**
10.19.10 - Seattle Post Intelligencer - Seattle, WA - Yes, depending on what happens before the alarm is reported. ... [More Info](#)
- **WI: False fire alarms could get costly**
10.6.10 - Wauwatosa Now - Wauwatosa, WI - Each false alarm wastes time and resources and ties up crews that could be needed for legitimate emergencies, consultant Donald James of International ... [More Info](#)
- **WI: Fire Dept. considers new fee structure**
11.3.10 - Beaver Dam Daily Citizen - Beaver Dam, WI - What Mannel hopes are eliminated are the repeated false fire alarm calls and repeat offenders who abuse the system when it comes to requesting ongoing ... [More Info](#)

Industry News

Courtesy of NESAs

- **ConsumerMan: Not all smoke alarms are equal**
11.18.10 - msnbc.com - It took an hour and six minutes for the first ionization alarm to go off. "If you and I had been sitting a desk next to each other, I wouldn't have been ... [More Info](#)
- **NFPA: False fire alarms declined in 2009**
11.9.10 - SecurityInfoWatch - New report shows that system malfunctions have decreased by more than 22 percent since 2000... [More Info](#)
- **Survey: Americans Continue To Have Misunderstandings About Smoke Alarms**
11.2.10 - Security Products - According to a recent survey among 1,004 adults commissioned by the nonprofit National Fire Protection Association (NFPA) and conducted by Harris Interactive by telephone in September, Americans continue to have misunderstandings about smoke alarms, including how many they need in their homes, and how often they should be tested and replaced. [More...](#)
- **System Sensor Online Tools Keep Users Updated on CO Detection Requirements**
11.4.10 - Security Sales & Integration - System Sensor has developed several free online tools and training options to help engineers, dealers and installers stay up to date on the current state of carbon monoxide (CO) detector codes and legislation ... [More Info](#)
- **Things A Burglar Won't Tell You**
10.25.10 - Indiana's NewsCenter - If decorative glass is part of your front entrance, don't let your alarm company install the control pad where I can see if it's set. ... [More Info](#)
- **Tips to reduce false security alarms with proper installation, education and training**
10.30.10 - Securitysource.com - In today's security conscious environment, repeated false alarms can be costly to a business, and not just in financial terms. With the introduction of European standards the false alarm rate per system has been substantially reduced. [More Info](#)
- **NFPA Survey: US Homes Have Room to Improve on Smoke Alarms**
10.12.10 - FireEngineering.com - works to better educate people about the importance of smoke alarms, emphasizing newer requirements and recommendations for smoke alarm placement, ... [More Info](#)
- **FBI data sheds light on how banks use security solutions**
9.22.10 - SecurityInfoWatch - Banks had their cameras working 96 percent of the time, and alarm systems were working 92 percent of the time. ... [More Info](#)

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

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 the FARA Board of Directors at 301/519-9237, or by e-mail at: info@faraonline.org

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