



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink November, 2011

- **FARA News**
 - Login to FARA's New Web Site
 - The True Southwest Awaits You In Albuquerque
 - Thanks to Institute Sponsors!
 - Nominations Needed for FARA Members of the Year!
 - Mid-Atlantic Chapter News
- **Featured Publications**
 - Featured Manual: Software Vendor Questionnaire
 - Featured Bulletin: Holidays
- **General News**
 - FARA's Believe it or Not
 - Hot Seat: Achieving Alarm Signal Automation
 - USFA Releases Annual Report on Firefighter Fatalities in U.S.
 - Deputy on his way to school burglary nearly struck by drunken driver
 - 2 squad cars collide responding to false alarm
 - In the age of the smartphone, how are states using 911?
 - Unlicensed alarm installer arrested
 - Joke of the Month
 - NESAs Board Update
 - ADT will Split Into 3 Companies
 - News on Door to Door Sales
 - Public Safety Updates
 - Industry News
- Please Share Your Newsletters and Tips with Us
- FARA Mission Statement
- Contact Us

**2012
Symposium
Packets
were mailed
to you!**

Did not get it?

-
[Click Here
to
Download
Your Copy](#)

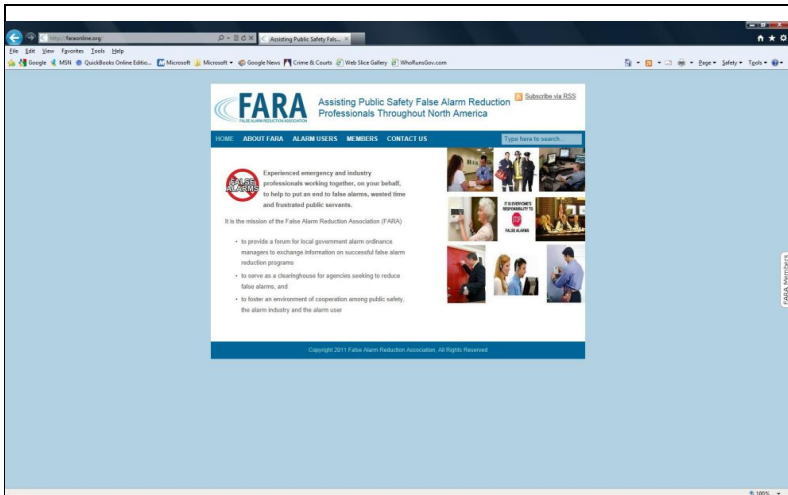
Login to FARA's New Web Site

We are happy to announce that FARA's new web site is now online. The new website is not only restructured with a new look, but it is the first step in automating membership listings and allowing FARA leaders to interact directly with the site.

The new site is organized differently than the old one. There is no separate members only section. Instead all pages are visible on the menu and pages that contain "members only" information will prompt you to login. Once you have logged in the site will remember you until you close out your web browser.

Members will need to login and will have the opportunity to create their own password and update their listing.

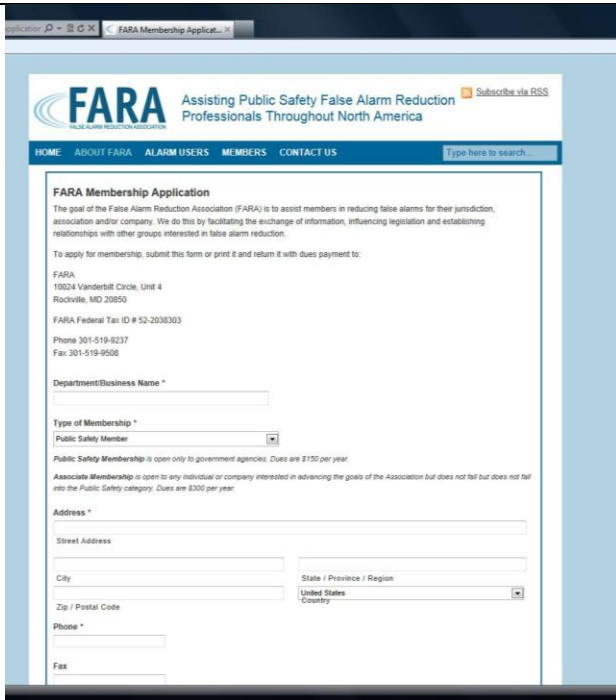
Follow the instructions below to create your own login and password.



- Go to the new FARAONLINE.ORG
- Click on the FARA Members Tab on the far right of the screen

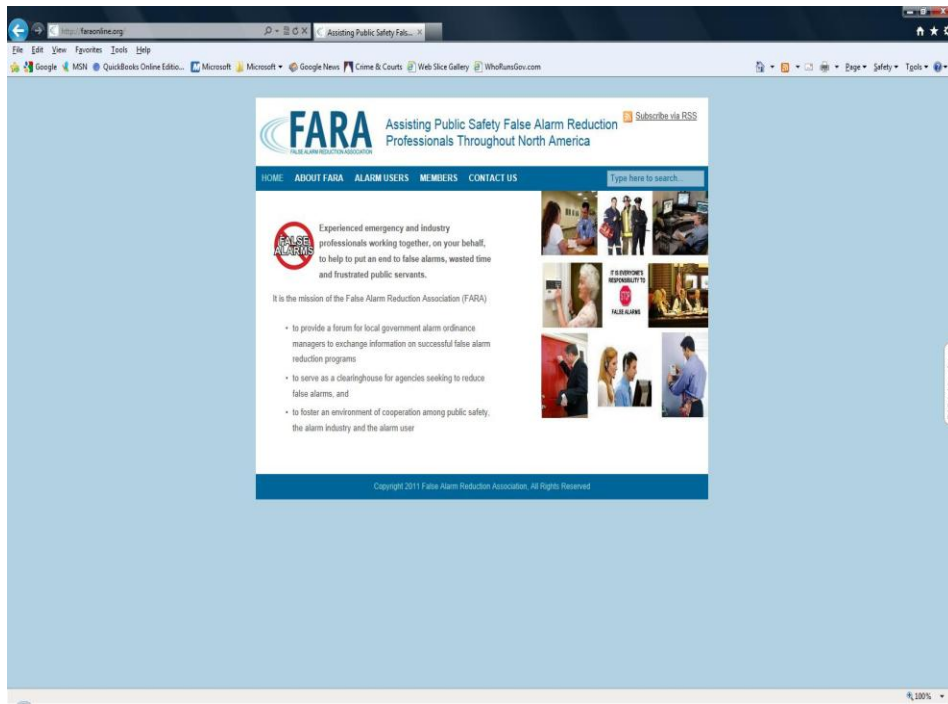


- Highlight “About FARA” on the top menu
- Scroll down to “Join FARA”
- “FARA Membership Application” will appear”
- Select “FARA Membership Application”



- Complete the application for each person that you want to have access to the website
- When you fill in the application you will create your own user name and password
- Public Safety Members can add 5 contacts
- Associate Members can add 3 contacts

After you complete the application, FARA will be notified and will review it. If you are a member in good standing you will be sent an email welcoming you to FARA and inviting you to login to the site



When you visit the site

Click on the FARA member tab at the right of the screen



- Sign in with the user name and password you just created when you filled in the application



- After you receive your username and password, log into Edit Your FARA Profile and update your details

The True Southwest Awaits You in Albuquerque

By: David Wilson, Conference Committee

The true Southwest awaits you in Albuquerque, New Mexico. Come immerse yourself in our rich [culture and heritage](#), rooted in centuries of [history](#). Soak in the blue skies and sun that shines 310 days a year—perfect for outdoor [activities](#). Breathe in the high desert air scented with sage and piñon, and you'll understand why Albuquerque, NM is a destination like no other.



Whether you want to shop for authentic [Native American](#) jewelry, try [hot air ballooning](#), explore [living history museums](#), enjoy [Albuquerque events](#) and festivals, sample local [cuisines](#) or hit the [golf courses](#) and [spas](#), Albuquerque has you covered.

For business or pleasure, Albuquerque is a must-see destination in the American Southwest. Albuquerque—It's a Trip® you'll never forget

DON'T forget Albuquerque! You should have received the Albuquerque registration packets/brochures. The packet/brochure is loaded with valuable information about the 2012 Training Symposium in beautiful Albuquerque.

Take note of the FARA Institute Reimbursement Application. The FARA Institute allowed 49 public safety members to attend the FARA Training Symposiums in 2010 and 2011 by funding their travel expenses. So, it's time to submit your request for permission to attend this awesome training opportunity; then complete the reimbursement application and return it as soon as possible. Institute funds are limited and are awarded on a first-come, first-served basis. So.....**Git-R-Done!**

The Conference Committee is busy planning the 2013 symposium in Orlando, Florida. We need your suggestions as to what training or events would help make this a great symposium. Please submit your ideas/suggestions for 2013 to any Conference Committee member for consideration.

We are here for you!
The FARA Conference Committee©

Thanks to Institute Sponsors!

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

Platinum (\$3000 or more donation)

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

Gold (\$1000)

Canadian Security Association (CANASA)
Installation Quality Certification Board
Maryland Burglar & Fire Alarm Association (MDBFAA)
Monitronics Security
Vector Security, Inc.

Sponsor (\$250)

Homesafe Security Systems
United Central Control

Nominations Needed for FARA Members of the Year!

By: Natasha Pitts, Awards Committee

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

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

Please submit your written nomination 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.

Mid-Atlantic Chapter News

By Eileen Skidmore, FARA Mid-Atlantic Chapter Reporter

The Mid-Atlantic Chapter of FARA International held its last quarterly meeting for 2010. Immediately following the meeting, the Chapter attended the annual joint meeting with the Maryland Burglar and Fire Alarm Association (MDBFAA).

Jim Eyler provided an update on the Harford County False Alarm Ordinance. The draft was forwarded to all Mid-Atlantic Chapters members for review and comment. It is under review by the Harford County Inspections, Licenses and Permits Department. The final draft will be presented to the Harford County Council in December.

Ken Roussey, Vintage Security, explained the different types of medical alert alarms and how they function. Various public safety members shared their experiences with medical alert false alarms. Vintage Security asked public safety how they handled false alarms due to the recent extreme weather conditions (Earthquake, Hurricane Irene, and Tropical Storm Lee). Most public safety representatives stated that they will ignore these false alarms.

Members shared helpful blog sites and websites, including:

- The Edge of Empty www.edgeofempty.blogspot.com Cry Wolf tips on Thursday

- The Director's Desk <http://lpd304.blogspot.com> Great information on Public Safety
- www.igcertification.org Useful site to recommend alarm businesses to consumers.
- www.alarm.org Website for the Electronic Security Association formerly known as National Burglar and Fire Alarm Association.
- www.dat.state.md.us Provides ownership names of MD properties, also gives legal representatives and addresses for MD businesses.
- www.dcjs.virginia.gov Virginia's regulatory agency for alarm businesses

The meeting with MDBFAA included brief presentations from Mid Atlantic Chapter members regarding new initiatives and accomplishments, as well as introductions of MDBFAA members. There was an excellent inter-active panel discussion comprised of the following alarm industry leaders and moderated by the new elected president of the Mid-Atlantic Chapter, Shellie Reid.

- Dick Avnet - Avnet Systems
- Bernie Ramos - Emergency 24
- Craig Bober - Secure Alarms
- Brian Shrake - HST Group

Some of the questions presented to the panel included:

- What problems/difficulties did the monitoring stations experience during the Aug 23rd earthquake and Hurricane Irene (Aug 27th & 28th) (e.g. cell and land lines not working, length of time to cancel calls with 911, power outages/battery backups dying, etc.)
 - What actions were taken to address the issues at the time and what, if any, procedures have been put in place to address a future incident?
- When a residential or non-residential alarm user moves (even if they have to pay out the remainder of their contract with the alarm company) what protocol is in place to ensure that the monitoring station does not continue to place calls for service (dispatch) under that particular alarm user's name/account when a new alarm user now occupies the house/office space?
- How do representatives from the industry deal with customers who have active monitoring contracts with high false alarm dispatch rates because the customer is unable to remember setting the alarm, keypad code or phone cancel code? There is an increase in these types of situations where the alarm user is clearly incapable of operating an alarm system but the alarm company continues to dispatch because their contract requires them to do so. The standard answer is "we are bound by the contract". Once the industry is aware of this situation, what steps are taken to offer a remedy?
- From the alarm industry perspective, do you prefer users to think that they are calling your company when in reality it is a third party monitoring center?
- Who should alarm reduction units contact to deal with alarm user issues? The monitoring center or the alarm company?
- What types of weather conditions would be considered excusable?
- What perspective can the industry give for medic alert systems?
- What procedures are in place to ensure the following issues are prevented and or corrected?
 - Alarm companies installing before the customer is registered with the county.
 - Alarm companies not calling to find out if the customer is already registered.
 - Alarm companies and monitoring companies giving out the wrong information when asked why they can't dispatch on revoked or closed accounts.
- How would your alarm company address the following issues?
 - Alarm users trying to keep records state that alarm company representatives will not disclose their name when calling about an issue.
 - Some alarm company representatives will misinform their alarm users regarding city ordinances. For example, alarm users are told public safety will not respond to an alarm if the customer is not registered.
 - Are false alarms activated by sliding glass doors or front doors for businesses preventable? Alarm users state intruders tug at the sliding glass door/front door setting off the alarm and then flee from the scene.

The next meeting of the Mid-Atlantic Chapter will be held January 25, 2012 at Vector Security Offices in Gainesville, Virginia. This is a great opportunity for those members who have not had the opportunity to attend in the past to take advantage of the Virginia location. Hope to see you there!

Featured Manual - Software Vendor Questionnaire

By Brad Shipp, FARA

False Alarm Tracking and Billing Systems form the basis of your alarm management program and may be the single most expensive, but mission critical, element of your program.

The purpose of this guide is to provide you with questions that will allow you to fully explore the features and costs of each software program that you consider. The questions are those that your fellow ordinance managers identified based on their experiences in purchasing and using alarm management tracking and billing software.

The full list of FARA other publications can be accessed on our [web site](#). Copies of manuals can be downloaded from the member's only site.



Featured Bulletin - Holidays

By Brad Shipp, FARA

Don't let your holiday be ruined by false alarms! There are simple steps you can take to avoid what could be costly mistakes, while at the same time creating a lovely holiday atmosphere in your home or business.

The full list of FARA bulletins can be accessed on our [web site](#).

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



FARA's Believe it or Not

By: Lisa Espinosa & Sha Alexander, Newsletter Editors

Children in Halloween Costumes Foil Robbery!

In an unprecedented display of quick thinking, local second graders Terrance McKinley and Jason Lawrence stopped an armed robbery on Saturday, October 31, 2009. The young boys, who wore police officer costumes for Halloween, went Trick or Treating with Mrs. McKinley at Z & Z corner market. When they entered the store, they saw a masked man at the counter and brandished their firearms. Terrance screamed, "Halt, in the name of the law!" The offender dropped his gun and put his hands in the air long enough for the cashier in attendance to restrain the criminal. When interviewed, Terrance said simply: "I thought we were playing cops and robbers."



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 malexan2@lexingtonky.gov or lespinosa@ci.beaverton.or.us and we'll put them in the next InfoLink for all to share!

Hot Seat: Achieving Alarm Signal Automation

10.20.11 - [Security Sales & Integration](#)

Automated Secure Alarm Protocol (ASAP) is seen as a cost-effective means of sending alarm signals directly to police and fire dispatchers without the need for a telephone call from an alarm monitoring station.

Developed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials Int'l (APCO), the protocol is in use in Houston, and York County and Richmond, Va., and will be available in Illinois by the end of the year.

Ed Bonifas, vice president of Aurora, Ill.-based Alarm Detection Systems, helped spearhead the creation of ASAP as president of CSAA. He joins the Hot Seat to discuss the protocol.

Why is ASAP needed?

If you dial 911 from your home, the PSAP [Public Safety Answering Point] populates its dispatch screen with your name and address. All they need to do is figure out what kind of emergency you're having so they can send a police car, fire truck or ambulance. When a central station calls on a 10-digit number, the PSAP has to start with a blank screen and fill out all the information, including how to get back to us. Transposing any numeral could result in sending first responders to the wrong residence or building. So it's been a longstanding dream of the industry to automate the connection to public safety. It also eliminates a lot of time and work in the PSAP where they have public employees trying to handle lots of emergencies, being tied up answering the phone with us. If we can automate this process, they would have our information and do a quick dispatch.

Is this the industry's first attempt at this?

No. There was a program some years ago where we had created a form of communication that used an IBM PC in the PSAP and dial-up telephone lines into it. It was a little slow, cumbersome and it had a lot of hardware deployed in the field. What really happened is technology finally caught up with us. IP communications is so much different from dial-up communications because it can be fast and accurate and error-checked.

It's been in the past year-and-a-half that we removed a lot of the big hurdles from the ASAP program. We found a secure transport that's trusted by the PSAPs to get the signals into them in a secure way. We now have a strategic partnership with our transport carrier, a group called NLETS [National Law Enforcement Telecommunications System] that allows the entire UL-Listed central station industry to make connection this way.

How fast will ASAP roll out across the nation?

I spoke to the general membership of the 50 states' switch-holders at the NLETS conference six weeks ago. Since then, we've gotten approval for the software modification necessary in 19 states. So, we have 31 more states to go and we have people working with the state switch-holders, and that just says the messages can get into the state. It still takes an update to the automation vendor of the PSAP to be able to receive this stuff and display it to their people and handle the signals properly.

We currently have a list of 100 PSAPs that are interested and have been talking to us. It's just a matter of which one gets to the dance first and which one ends up with the budget to replace their software or to buy the upgrade necessary to do this.

Are their challenges preventing a fast rollout?

The biggest problem for the alarm industry is that our connection to Nlets has required somebody, which in this case is CSAA, to put a secure server in their facility to scrub our data. This is a criminal justice data network and we're using it to move private alarm signals, so they had to make sure that we were safe residing on their network. The solution to that was a server that's going to certify, verify and scrub all of our data coming in to make sure it is the right data.

That server is a big investment for CSAA to put together. It is currently being built and will eventually be able to connect all of the UL-Listed central stations to the network. So right now we're operating under what was originally a beta agreement and now it's a strategic partnership with NLETS. It allowed us three connections; right now that's Vector Security, UCC [United Central Station] and Monitronics. But before we could go to four alarm companies on it, we needed to figure out the rest of the partnership and now get our server built. That's what we're in the process of doing right now.
Is funding the server a difficult proposition?

We've had to raise hundreds of thousands of dollars from the industry. CSAA has a program going right now called Charter Membership. It is operating on the premise that we either need a lot of money from a couple of companies or we need a little bit of money from everybody. The message we chose to do is a little bit from everybody. We're out asking our membership for pledges; a three-year pledge of either \$1,000 a year for a very small company to \$5,000 a year for a national company.

That's what we're going to use to fund the server, and what we think is going to be two or three years of operating losses on the network itself. If you're a CSAA member and you're interested in getting involved, get a hold of me. I'd love to talk to anybody who wants to talk. The program is not just for CSAA members. We're just starting there, but we're planning on rolling this out to the entire UL-Listed central station industry, whether they're a member or not. It'll probably be at little bit of a different rate. We will be doing something probably near the end of the year for the equivalent of the Charter Membership program for non-CSAA members where they can pay a fee of some sort to help us front fund it. The difference is if you choose not to pay a little bit up front, you're going to have to pay whatever connection fees come up later. But worse, you're going to have to wait until after all of the charter members have been taken care of before you're going to be given access to it because our technical resources probably are not infinite. We're just going to have to put our time in getting the people up to speed that have helped fund putting this together. It will be more costly if you wait to get involved until you're ready to use it.

It's been argued that ASAP can help fend off municipalities from entering the monitoring business. How so?

Some of the Illinois municipalities have been trying to take over the monitoring business. Certainly speeding up the communication path between the central station industry and the PSAP industry will save time in the PSAP and make it more efficient. This will remove the argument that somehow [the municipalities] need to be in the monitoring business because it's faster. When you do automated communication, it's instantaneous, it's seconds. It certainly helps that argument, but frankly, I think being better partners of our public safety people is important. If they are trying, as is the case in Illinois here, to get in the business, it's just better use of our public resource.

USFA Releases Annual Report on Firefighter Fatalities in U.S.

[9.28.11 - OHS magazine](#)

The United States Fire Administration (USFA) recently released the report [Firefighter Fatalities in the United States in 2010](#). The report continues a series of annual studies by USFA of on-duty firefighter fatalities.

Eighty-seven on-duty firefighters from 31 states lost their lives as the result of 83 fatal incidents that occurred in 2010. This is the second consecutive year of substantially fewer firefighter deaths in the United States. During the previous six-year period of 2004-2009, the average number of annual on-duty firefighter deaths was 112. Illinois experienced the highest number of fatalities with nine firefighters killed; New York and Ohio had the next highest totals with eight firefighter deaths each.

An overview of the 87 firefighters that died while on duty in 2010:

- The total breakdown included 56 volunteer, 28 career, and three wildland agency firefighters.
- There were four firefighter fatality incidents where two firefighters were killed in each, claiming a total of eight firefighters.
- Eleven firefighters died in duties associated with wildland fires. Along with 11 such deaths in 2007, it was the lowest number of annual firefighter deaths associated with wildland fires in a decade.

- Activities related to emergency incidents resulted in the deaths of 48 firefighters.
- Twenty-two firefighters died while engaging in activities at the scene of a fire.
- Sixteen firefighters died while responding to or returning from 15 emergency incidents. Nine of the firefighters killed while responding to incidents died from heart attacks (8) or stroke (1).
- Heart attacks were the most frequent cause of death with 50 firefighter deaths.
- Twelve firefighters died while they were engaged in training activities.
- Fifteen firefighters died after the conclusion of their on-duty activity.

For additional information on firefighter fatalities, including the annual fatality reports from 1986-2010, 2011 firefighter fatality notices, and the report Firefighter Fatality Retrospective Study 1990-2000, visit [USFA's website](#).

Deputy on his way to school burglary nearly struck by drunken driver

10.3.11 - *Victorville Daily Press* - Victorville, CA - [More Info](#)

APPLE VALLEY • While trying to get to a school burglary Sunday where a principal caught a former student breaking into a classroom, an Apple Valley station deputy was nearly run off the road by a suspected drunken driver, San Bernardino County Sheriff's Apple Valley station officials said.

Authorities received a burglary call from Sycamore Rocks Elementary School at about 2:45 p.m., according to Sgt. Troy Cook.

"It was the principal who called us but she didn't give us much more information," he said. As one deputy was traveling to the school on Central and Cahuilla roads, he was nearly run off the road by a motorist traveling in the opposite direction, Cook said.

The deputy stopped the man, later identified as 30-year-old Manuel Borjas of Ontario. After conducting an investigation, the deputy arrested Borjas for driving under the influence.

As that deputy was dealing with Borjas, another investigator made his way to the school.

"What we found out was the alarm had gone off at the school and the alarm company called the principal," Cook said. She decided not to have the company call sheriff's officials but instead went to the school herself thinking it may have been a false alarm.

"When she got there she noticed a window had been removed from one of the bungalows and a head popped up," Cook stated.

The principal recognized the 15-year-old burglar as a former student.

She convinced the teen to walk back to her office to discuss the matter, but he then ran off and jumped the fence. The principal returned to her office, got out an old yearbook, found the teen's yearbook picture and gave it to the deputy when he arrived, Cook said.

The deputy found the boy walking around in the neighborhood. Nothing appeared to be taken from the school.

The boy was arrested for burglary and booked into the High Desert Juvenile Detention and Assessment Center.

"It was a definitely an interesting caper," Cook said.

2 Squad Cars Collide Responding To False Alarm

10.26.11 - Long Beach Press-Telegram - Long Beach, CA - [More Info](#)

Two sheriff's deputies underwent hospital examinations today after their squad cars collided as they responded to what turned out to be a false report of a burglary, authorities said.

The collision occurred on Lakewood Boulevard south of Rosecrans Avenue in the area of the Paramount-Bellflower boundary around 11:40 p.m. Tuesday as the deputies rushed to the site of what was reported to be a burglary in progress, said Sgt. James Jobling of the Los Angeles County Sheriff's Department's Lakewood Station.

Both deputies complained of pain and were transported to a hospital to be checked out while other deputies responded to the burglary report and discovered it was erroneous, he said.

In The Age Of The Smartphone, How Are States Using 911?

10.6.11 - NCSL Research- [More Info](#)

Americans expect an accurate, reliable 911 system to access emergency services. The dramatic growth in use of wireless telephones and Internet-based communication, however, has changed the system's capability. Although citizens may believe text messages, videos and photos can be sent to 911 call centers to request help, most currently cannot receive this information. State legislatures passed a variety of measures in 2011 aimed at updating the current infrastructure to improve public emergency communication services to operate in today's digital mobile society.

Unlicensed Alarm Installer Arrested

10.19.11 - Your Houston News- Houston, TX- [More Info](#)

The Texas Department of Public Safety filed charges on a Kingwood man for allegedly violating the private security act, a class A misdemeanor. According to Harris County court records, Ryan W. Rose, 31, was arrested Oct. 17 after he allegedly offered to perform the services of an alarm systems company by installing security cameras without holding a license as a security services contractor. Rose has since been released from Harris County Jail on a \$1,000 bond.

Public records show Rose has a prior conviction of possession of a controlled substance, which makes him ineligible to obtain private security licensing under Texas law.

To verify a security company's license, or to verify the private security licensing of an individual locksmith or alarm installer, go to <http://www.txdps.state.tx.us/psb/>.

Joke of the Month

Dalmatians

A nursery school teacher was delivering a station wagon full of kids home one day when a fire truck zoomed past. Sitting in the front seat of the fire truck was a Dalmatian dog. The children began discussing the dog's duties.

"They use him to keep crowds back," said one youngster.

"No," said another, "he's just for good luck."

A third child brought the argument to a close. "They use the dogs," she said firmly, "to find the fire hydrants."

Do you have any great jokes to share? Please send them to: malexan2@lexingtonky.gov or lespinosa@ci.beaverton.or.us

NESA Board Update

By Brad Shipp, FARA

The NESA Board of Directors held a meeting at the TBFAA Annual Convention last week and –

- Re-elected Howard Simons as Treasurer and Dan Locke as Secretary
- Decided to hold a meeting at ISC West in Las Vegas in March of 2012
- Decided to hold a meeting along with a full day of training to help state associations market to members and prospective members at the TBFAA Convention in Galveston in October of 2012
- Heard reports from each state on their activities

ADT will Split Into 3 Companies

From Tyco/ADT Press Release

ADT Security Services' parent company, TYCO, has announced they will divide the company into three independent, publicly traded companies.

What is happening?

Tyco's Board of Directors has approved a proposed plan to divide the company into three independent, publicly traded companies. The three companies created through the separation will be the ADT North America residential security business (ADT NA residential), the flow control business, and the combined fire protection and commercial security business. The separation is expected to take 12 months to complete.

What is the rationale behind the decision to separate the company?

Tyco's Board and senior management have looked at a variety of options to determine what organizational and operating structure will optimize the company's growth potential. After an extensive review, the Board and management have determined that the company's businesses are well-positioned to grow and achieve success on their own. Each business provides products and services tailored to specific customers with very little overlap. As independent companies each business will be free to pursue their own distinct strategies for growth.

ADT North America Residential

The standalone ADT North America residential business will be the leading provider of security and fire alarm systems in North America, serving more than 6 million residential homes and small businesses.

ADT designs, sells, installs, monitors and maintains these systems, and provides video, health, and interactive services to the home. The business will have annualized revenue of approximately \$3 billion and approximately 16,000 employees. Naren Gursahaney, the current president of Tyco's security solutions segment, will become the new company's chief executive officer.

Commercial Fire and Security

Tyco's remaining commercial security business will be combined with the current fire protection segment to form a standalone commercial fire and security company. This company will be a global leader in the design, manufacture, sale, installation and service of security, fire detection and fire suppression systems. The company's commercial security portfolio consists of video and access control products and services for commercial, industrial and governmental customers, as well as anti-theft/electronic article surveillance systems and associated services for retailers. The combined business will have annualized revenue of approximately \$10 billion and approximately 69,000 employees. George Oliver, the current president of Tyco's fire protection segment, will become the company's chief executive officer. Breen said the three companies will provide exciting opportunities for Tyco's employees.

Flow Control

As a standalone company, the existing flow control segment will be the leading global manufacturer of flow control products. The company designs, sells and services highly engineered valves and controls for the energy markets, general process industries, mining and water markets.

The company's activities also include the design, installation and service of heat management systems for the energy and general process industries, as well as water transmission pipelines and other water/wastewater products. The business will have annualized revenue of approximately \$4 billion and approximately 15,000 employees. Patrick Decker, the current president of Tyco's flow control segment, will become the new company's chief executive officer.

Where will the new companies be headquartered?

ADT NA residential will remain headquartered in Boca Raton, Florida. The commercial fire & security company will be incorporated in Switzerland with executive offices in Princeton, New Jersey. The location of flow control has not yet been determined.

News on Door to Door Sales

Courtesy of NESAs

- **CA: Home Security Scammer Hits Visalia**
10.5.11 - KMJ Now - Fresno, CA - They say he's been going door to door asking to be let in to install an alarm key pad. He claims to be an employee of Security First Alarm Company, ... [More Info](#)
- **CA: Contact 17: Home security scandal**
10.8.11 - KGET 17 - Bakersfield, CA - "The alarm system I have in my house knows the difference between a human being and the animals. It doesn't get set off by my animals. ... [More Info](#)
- **CA: Police Log: Suspected pickpockets arrested**
10.13.11 - Tracy Press - Tracy, CA - 5:09 pm: A caller reported that a man selling alarms door-to-door was being pushy ... Police checked and found that the man was an alarm system salesman. ... [More Info](#)
- **CA: Milpitas police urge residents to beware of phony alarm company ...**
10.20.11 - Milpitas Post - Milpitas, CA - Milpitas Police Department is warning residents to be on the lookout for a man claiming to be a burglar alarm company representative. Police said a suspect, ... [More Info](#)
- **MA: Protection 1 Warns Local Boston Residents of Security Company ...**
9.28.11 - MarketWatch - Do not, under any circumstances, give out your alarm codes to anyone claiming to be a representative of your alarm company without first contacting that ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: TPD proposes false alarm fees**
10.6.11 - KVOA Tucson News - Tucson, AZ - Three months later and the Tucson Police Department still can't come up with a solid plan when it comes to proposed false alarm fees. ... [More Info](#)
- **CA: Council Meets**
10.14.11 - Alameda Sun - Alameda, CA - While staff proposed increasing the fines for commercial buildings that activate more than one false alarm to \$520 per incident (it is currently \$127)... [More Info](#)
- **CA: False alarms will now cost in Danville**
10.5.11 - San Jose Mercury News - Danville, CA - The Danville Town Council has given final approval to an ordinance requiring those with burglar alarms to register with police, ... [More Info](#)
- **CA: LA City Council increases fees for more than 50 permits**
10.22.11 - Contra Costa Times - Los Angeles, CA - However, the charge for police responding to false burglar alarms is going ... The false alarm fee was among a number of other services the LAPD performs ... [More Info](#)
- **CO: Alarm proposal delayed**
10.25.11 - Pueblo Chieftain - Pueblo, CO - For the second time this year, City Council balked at adopting a new false alarm ordinance Monday night, postponing action ... [More Info](#)

- **FL: Alarm Ordinance, Workers' Comp and History Drive BOCC Work Session**
10.19.11 - The Bradenton Times - Bradenton, FL - At Manatee County's Tuesday Board of County Commissioner work session, there were three main issues: Alarm Ordinance, ... [More Info](#)
- **FL: Florida sheriff starts 'horrific' cuts to meet budget reductions**
10.6.11 - The Florida Times-Union - Jacksonville, Fla., Sheriff John Rutherford said he has started making cuts to the department that at one point faced the loss of dozens of jobs. "We're implementing the plan," Rutherford said but declined to provide details. [More Info](#)
- **GA: Atlanta police unveil powerful surveillance system**
9.29.11 - WGCL-TV - More than 100 cameras make up the new surveillance system that police say will help curb crime across the city. [More Info](#)
- **IL: Ogle County approves false alarm ordinance**
10.12.11 - Freeport Journal-Standard - Freeport, IL - A recently approved ordinance in Ogle County requires citizens to register their alarm system with authorities and levels fines ... [More Info](#)
- **IL: Village Board Work Session Series Continues Reviewing General Fund**
10.2.11 - Patch.com - Mokena, IL - ... provisional business fees, ancillary permit fees for deck, fence and shed construction, false alarm fines and vehicle sticker fees. [More Info](#)
- **MA: City hall colleagues expressing shock**
10.5.11 - Attleboro Sun Chronicle - Attleboro, MA - She also got a controversial false alarm ordinance passed for the police in an effort to cut down time wasted by responding... [More Info](#)
- **MD: Young wants hearing over home burglar alarm program**
9.26.11 - Baltimore Sun - Baltimore, MD - Council President Bernard C. "Jack" Young is calling for increased scrutiny of the city's False Alarm Reduction ... [More Info](#)
- **NJ: Branchburg to set big fines for false fire alarms**
9.26.11 - NJ.com - Branchburg, NJ -would increase fees for false fire alarms. The public meeting, at 8 pm in the Municipal Building, follows an hour-long executive session... [More Info](#)
- **NJ: Tewksbury to address false alarms, tree cutting**
10.18.11 - Hunterdon County Democrat - NJ.com - Tewksbury, NJ - They involve false alarms, tree cutting and applications that come before the Land Use Board. Two ordinances were introduced on Oct. 11, but the Township ... [More Info](#)
- **NJ: Unregistered alarm system fees must be changed**
10.24.11 - PhillyBurbs.com - Mount Laurel, NJ - Did you know that all Mount Laurel residents with home security alarm systems are required to register their systems with the township and pay an annual \$20 ... [More Info](#)
- **NJ: West Cape May Considers Fees for False Alarms in Borough and Lower**
9.30.11 - Cape May County Herald - West Cape May, NJ - Corrado said the borough could consider an ordinance that would require residents or business owners to appear in municipal court if there fire alarm goes ... [More Info](#)
- **TX: Alarm response to require permits in El Paso County**
10.26.11 - El Paso Times - El Paso, TX - Starting next year, property owners in the county will have to obtain an alarm system permit in order for sheriff officers ... [More Info](#)
- **TX: City moves closer to OK tax rate; park fees may increase**
10.11.11 - Houston Chronicle - West University Place, TX - But the most significant proposed boost is in the monthly fee for West U. Police Department's DirectLink Alarm system that would go from \$25 per month to ... [More Info](#)
- **TX: South Walton Fire District starts charging for false alarms**
10.7.11 - Santa Rosa Beach - The South Walton Fire District receives more than 500 false alarm calls a year that costs the district about \$53,000. Now, those responsible for multiple false alarms will face fines of up to \$800 a call based on a new ordinance. [More Info](#)
- **VA: New Charlottesville Fire Alarm Policy Will Reduce Number of Units ...**
10.28.11 - NBC 29 News - Charlottesville, VA - Charlottesville's Fire Department is changing how it responds to fire alarm activations. The issue is with wasting resources on the number of false alarms. [More Info](#)

Industry News

Courtesy of NESAs

- **Bank robberies declining in DC region despite recession**
10.3.11 - Washington Examiner - Hall said those measures include sophisticated surveillance camera and alarm systems and an increase in the use of bait money. And robbing banks isn't a ... [More Info](#)
- **False Alarms Count Remains High**
10.3.11 - OHS - The good news in the NFPA Analysis and Research Division's report covering 2010 false alarm activity is that the "malicious mischief" category -- pulling a fire alarm as a prank, in other words -- fell again to 163,000 such calls, the lowest total in more than 20 years. [More Info](#)
- **Home Security: Warnings Revealed in New Survey**
9.26.11 - Thinking Clearly - The survey found that 43% said that they do not always turn on the alarm systems ... Even after having a home security alarm system, these tips can... [More Info](#)
- **Burglars Say They Find Targets Through Social Media**
9.27.11 - Wall Street Journal -... from targeting a home if they knew it had a security alarm. The study was carried out on behalf of Friedland Security, a company specializing in alarms. [More Info](#)
- **Alarm company ADT reaches settlement with family of slain mother ...**
10.2.11 - Star Tribune- ADT Security Services Inc. has reached a settlement in a lawsuit over a failed home burglar alarm with the estate of a mother of four children. ... [More Info](#)
- **Survey: Americans don't practice fire drills**
10.12.11 - USInsurance Online.com - A recent survey from fire alarm company First Alert found more than half of Americans who have a fire escape plan do not practice it. ... [More Info](#)
- **Verizon launches home monitoring service**
10.12.11 - ConnectedPlanet - Security dealers already have begun to offer similar services, which typically are tied in with customer's burglar alarm systems - sending email or video ... [More Info](#)
- **Select Security to door knock in the Midwest**
10.20.11 - Lancaster, PA - Select Security, a super-regional that made news by getting into door knocking in Pennsylvania and now California and Utah—just bought a mostly commercial company in the Midwest. It's going to grow that branch's resi business and start a door-knocking operation there next summer. [More Info](#)
- **New report focuses on smoke alarm effectiveness**
10.25.11 - Danville News - In 2005-2009, roughly two-thirds of home fire deaths resulted from fires in properties without working smoke alarms, according to the report ... [More Info](#)
- **Defendant in Brink's trial wrote tips on how to steal, witness says**
10.25.11 - Columbus Dispatch - Agent Jason Costello said that Sean D. Murphy's "Master Thief: How to be a Professional Burglar" explains how to disable an alarm ... [More Info](#)
- **Tucson Alarm's cross-zoning technology offers property protection ...**
10.28.11 - Inside Tucson Business - The proprietor of a locally owned alarm installation and monitoring company says he has the answer to the plague of false alarms that law enforcement ... [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

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

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

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.