



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink November, 2012

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Thanks to Institute Sponsors!

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ON OUR WAY TO FARA SYMPOSIUM 2013

By Meredith Wivell and Letty Salamanca, Conference Committee

The FARA Conference Committee has been diligently designing a schedule of workshops that will be offered in Orlando. The workshops will provide you with the tools and strength to improve your skills. So, start planning to attend the FARA Symposium 2013 in Orlando, Florida.



The following classes are scheduled for the symposium:

- Building partnerships between alarm companies & public safety
- Crime prevention through environmental design
- Fire user education
- Operation of alarms
- How to use social media to your advantage
- Ordinance & policy tune-ups
- Roundtable success stories

This is just a taste of the topics that we are planning to cover. We will also offer round table discussions which will focus on any success stories. This workshop has been offered at previous symposiums and will be returning next year by popular demand. Representatives from various industries including from the fire, vendor, alarm, and law enforcement divisions will be invited to share their false alarm reduction success stories.

We are excited to offer visit to the Southeast Electronic Security Trade Show. We will have the opportunity to experience the latest and greatest in technology and ask as many questions we can think of!!

It is not too early to ask permission to attend the 2013 symposium where you will have the opportunity to network and meet your colleagues. You still have time to apply for FARA institute funds to attend the 2013 symposium.

Visit the FARA web site for more information.

News from the Membership Committee

By: Kristina Walker, Membership Committee CoChair

We are hard at work this month reaching out to those who have not renewed their dues with FARA. Many times it is an oversight and as we don't want anyone to lose their benefits of membership, we call/email to ensure that no one loses out!

We also use this exercise to ascertain how we can improve the services provided through FARA by getting feedback from those who don't renew. This Information is shared with the board so that they may take the necessary steps to rectify concerns that may exist among the membership and improve the overall experience of belonging to this association.

Now is the time to follow up with those who "pay the bills" and ensure that your membership is current. Don't be denied access to the website and all of the benefits of membership due to an oversight within your agency/company.



CAM Spotlight - Roberta Smiley- Multnomah County, Oregon

By Shellie Reid, Loudoun County (VA) Sheriff's Office, T & C Committee Member

The CAM spotlight is a fun way for members to meet others working in a similar position while learning a bit about the benefits of taking the certification exam. After sojourning in Maryland for two months, the spotlight has jumped to Oregon to visit Roberta Smiley. I laughed out loud when I read about her "quiet" time; I hope you enjoy getting to know Roberta as much as I did.

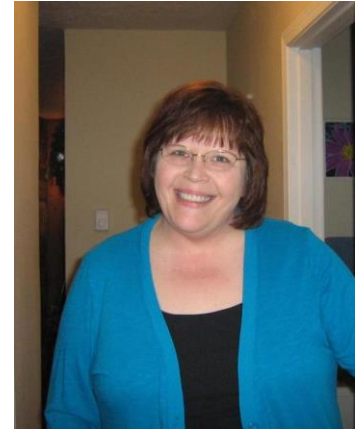
Current Position

Alarm Coordinator, False Alarm Reduction Program, Multnomah County Sheriff's Office in Portland, Oregon. I administer alarm ordinances for my county and for four local municipalities.

Our website is <http://www.mcso.us/public/alarms.htm>

Hobbies or Interests

I moved last month so I've been enjoying decorating my new bachelorette pad. I like movies, dining out, making new friends...I like to shop and go to casinos – luckily for me, an alarm coordinator's paycheck keeps those pastimes healthfully limited.



How long have you been a member of FARA and do you participate in any FARA committees or activities?

My predecessor was one of the pioneers in Alarm Ordinance Administration so my agency already had a FARA membership when I came into the position in 2006. I attended the Dallas Symposium and expect to attend Orlando in 2013. I am not on any committees, but I do try to give a response to the questions that FARA sends out on behalf of their members.

When you did you first obtain your certification?

I took the certification exam in 2007 while attending the FARA Symposium in Dallas, TX.

How long had you worked in an alarm unit/the industry before taking the exam?

Before I took the exam, I had been running the Sheriff's Alarm Unit for approximately one year.

What made you decide to take the exam?

I had a lot of wonderful assistance starting out here, from Alarm Coordinators in my area and from several industry members as well. However, my False Alarm Reduction knowledge came mostly from self-study and from trial and error. Scheduled to attend the Dallas conference, I decided to challenge myself with a comprehensive test of False Alarm Program Management knowledge.

Did you receive any response from employers, alarm industry, family, or members of the community about your achievement?

My boss gave me kudos for obtaining the certification, and a copy was placed in my personnel file for future reference.

Do you think accomplishing your certification has benefited your career or position as an alarm manager/coordinator?

I imagine that this certification would be beneficial if I chose to leave this job for another government's position, or if I wanted to take my knowledge to an alarm industry position.

Has it made a difference in what you do or how you do things?

FARA's training and support materials have made a big difference in how I run this unit. The certification exam further imprinted those goals and processes as the best practices for those of us working at this type of job.

Do you think others could benefit from achieving their Certification status?

As far as I know, this is still the only certification process for those of us in this business and I encourage all to challenge themselves with this examination. I experienced a wonderful feeling of accomplishment when I completed the exam, and my job confidence blossomed because I knew I had the knowledge and information I needed to make successful decisions.

If you're looking for validation of your knowledge or something to give you a leg-up in the future, you'd be wise to aim for this certification.

Where is your certificate now?

I was inspired by this question to bring my certificate out of hiding and put it up on the wall in my office. In the process, I managed to step on a telephone connector and kill my phone lines. This gave me some unanticipated "quiet time" to reflect on the advantages of becoming a Certified Alarm Manager.



It's Time!



Start planning now to become a **Certified Alarm Manager!**
Take the exam at the **Orlando Symposium.**
Visit the **Certification** section of the website to learn more!

Website Committee Bits

By Shellie Reid, Committee Chair



What's new on the website this month? Since the last newsletter, all of the fun and exciting information about the 2013 Symposium in Orlando made its debut. If you haven't checked it out, I encourage you to do so by scrolling down to "Symposium" on the "Info for Members" tab.

I thought it would be fun to share some website stats with you. November 1 was a busy day with 228 page views. This is 3.5 times the average number of daily views. I'm not sure what everyone was doing that day, but keep it up! Knowing that people are visiting the website inspires us to work harder.

The city of Albuquerque added FARA to their website and because of this we now have a new member in our FARA family. We have also received visits from the Municipal Research and Services Center of Washington. If you don't have a link to FARA from your website, consider adding it.

I am always amused to see what search terms lead people to my personal blog and now I can add this amusement to the FARA website. So far, the strangest search term was "crew needed to build a home security alarm system step by step". Other terms that brought visitors to FARA were "false alarms", "false alarm" and "front end burglar alarm system". Do you think that last one is some kind of new technology? Other searches included "how do I decrease false alarms", "latest in reducing false alarms" and "alarm association websites". Interestingly, "successful board meeting" brought 2 visitors. I wonder if the person who searched for "fire alarm reduction association" found what they were looking for?

I hope that you have enjoyed this peek behind the scenes. Please, if you have suggestions or ideas for the website, let us know. The website committee is eager to see the page views grow as you take advantage of this great resource.

Featured Resource – End of Year Favorites

By Brad Shipp, FARA

Let FARA help you deal with the end of 2012 with two old favorites - How to Create The Most Effective Annual Report Manual and the Holidays Bulletin.

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



FARA's Believe it or Not

By: Brad Shipp, FARA

Story Number One: Halloween prop sets off smoke alarm at Hunterdon Developmental ...

10.25.12 - Hunterdon County Democrat - NJ.com - Union Twp., NJ - A fire alarm at the Hunterdon Developmental Center on Route 513 in Union Township just south of Route 78 has police, fire and rescue units responding.

According to unconfirmed reports at 9:20 a.m., the units were responding to a smoke alarm set off in Building #2 by a machine or prop that was to be part of the center's Halloween Parade.

Hunterdon County dispatch advised all units to proceed to the location "with caution." [More Info](#)

Story Number Two: Police: 99-year-old woman chases off burglar in Crown Hill

11.8.12 - KOMO News - Crown Hill, WA - Proving she still has her fighting spirit, a 99-year-old woman chased off an intruder before calling police with her Life Alert alarm Monday morning in Crown Hill, according to the Seattle Police Department.

According to the police report for the incident, the woman, who lives alone and requires a walker to move around, was in bed at her home on Mary Avenue Northwest around 7:15 a.m. when she heard a commotion.

She went to her bedroom door and saw a man with a flashlight standing in another bedroom, according to the report.

The woman told the man he better get out of her house, and he walked off down the hallway, according to the report.

The woman followed him, spotting him again in the living room, and told him he better hurry up, finish his work and get out.

This time, the man ran out her back door. A neighbor later told officers he saw a possible suspect drive off in a gray or silver car.

Officers arrived after the woman used her Life Alert alarm to call them. They found a broken window in the basement, though it wasn't broken enough to get through and doesn't open. The woman told officers she thought her backdoor was locked but wasn't certain.

The woman, who thinks the burglar only got away with a handful of change from her kitchen drawer., said she had a similar incident in March when she surprised a man trying to get in through her window.

Officers waited with her until her son-in-law arrived. [More Info](#)

Do you have any stories you would like to share about stupid criminals or 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 lespinosa@beavertonoregon.gov and we'll put them in the next InfoLink for all to share!

Joke of the Month

By Gerry Miller, Peel Regional Police

The following write up explains so much:

"Ever walk into a room with some purpose in mind, only to completely forget what that purpose was? Turns out, doors themselves are to blame for these strange memory lapses.

Psychologists at the University of Notre Dame have discovered that passing through a doorway triggers what's known as an event boundary in the mind, separating one set of thoughts and memories from the next.

Your brain files away the thoughts you had in the previous room and prepares a blank slate for the new locale."

It's not aging, it's the door! Whew! Thank goodness for this study....

Do you have any great jokes to share? Please send them to lespinosa@beavertonoregon.gov

Mary Jensby Joins RFI Enterprises

By: Brad Shipp, FARA

Mary Jensby, started with the Control Center, a division of RFI Enterprises in San Jose, California on Sept 4, 2012 as the Call Center Director. Jensby was formerly the Central Station and Data Entry Director for Monitronics International in Dallas, TX.

Jensby was named the recipient of the 2012 Humanitarian Award from Mission 500, at ISC West in Las Vegas in March. The Mission 500 is a nonprofit organization dedicated to serving children and communities in crisis. The award pays tribute to individuals in the security industry who make important contributions to those in need.

Jensby will continue her work with the Central Station Alarm Association, where she has served on at least half a dozen committees during her time in the industry, continue her work with the FARA organization as well as join the California Alarm Association.

You can contact Mary at 408-298-5400 or mjensby@rfi.com



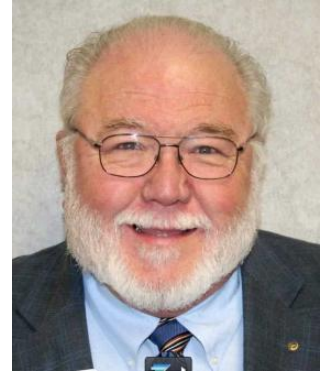
Prominent Businessman Dale Elliott dies at 74; friends remember ...

10.19.12 - Amarillo.com

Dale Elliott, 74, owner and president of Allstate Security Industries, died Friday of a heart attack, a family member said.

Elliott suffered pneumonia and was hospitalized for about three weeks, his grandson, Randall Renfroe, said. His family and the security company were the most important things to Elliott, Renfroe said.

Elliott worked as an insurance salesman after he got out of the Navy, Renfroe said. One evening in 1967, Elliott came in to pick up his messages, called an answering service and no one answered, Renfroe said. Elliott tried again — nothing, again. Finally, Elliott went to Beasley Alarm Systems, a security company and an answering service, found the door open and the call-taker drunk on the ground, Renfroe said. Elliott nudged the call-taker, who “was passed out cold,” Renfroe said. Elliott came back the next morning, ran into the company’s owner and told him, “I want to buy you out,” Renfroe said. The owner refused, but Elliott figured he could do better. He set out the next day and sold his first alarm — one account at \$328, his grandson said. Elliott had always said he doubled his business — with two accounts — that next day, Renfroe said.



“He was a very, very persistent man,” Renfroe said. “He didn’t accept ‘no’ for an answer.” Elliott went on to build the company, acquiring Beasley Alarm Systems and about 21 others in the following years, expanding to four other states. “He started it up with really no money, and he didn’t really know what the heck he was doing,” Renfroe said. “He would use the off-duty airmen to install his alarm systems, and (he’d often say), ‘Not only would I sell it, but I’d install it, service it and monitor it.’” Elliott was the “ultimate salesperson,” Renfroe said.

Family and friends recalled his wooden “Tuit” coin he bought by the thousands. He’d ask people to call when they “got around to it,” so he could set up their security systems, friends and family said.

Family and friends remembered Elliott on Friday as a generous man, “the ultimate giver,” Renfroe said. “Dale would much rather help someone else out than himself,” Renfroe said.

Elliott was involved in the Rotary Club and Big Brothers Big Sisters. He taught judo at Amarillo and Dalhart YMCAs and competed as an amateur until about 40, he said.

Elliott was United Way’s 2011 cabinet member of the year after he brought in \$13,000 — more than any other member, United Way Campaign Director Donna Soria said. Elliott joined United Way in 2009 and would often pop in and share his wisdom and business sense, she said. “He never met a stranger,” she said. “He just had a way to make everyone feel like they were the most important person.” Once he became a volunteer, he immediately helped the group train incoming volunteers and develop campaign strategies, she said. “He saw a vision and saw what United Way did for the community,” friend and banker Kelly Hicks-Drees said. “He just jumped on board.” Hicks-Drees said she first met Elliott through a banking relationship, but they became fast friends. “He was just an exceptional individual,” she said. “He was kind of like a grandpa to me.”

Renfroe said his grandfather liked to command a room. “He loved being the center of attention,” he said. “He loved laughing, he loved life.”

Editor’s Note: Allstate Security Industries is a FARA Member because of Dale’s commitment to supporting the industry. He was a past board member of TBFAA as well and helped found the TBFAA years ago. He was a joy to be around and will be missed.

Cry Wolf to Administer San Antonio False Alarm Program

By Rick Moore, Cry Wolf

CryWolf, Public Safety Corporation will be administering the False Alarm Program for the City of San Antonio, Texas.



Part of this endeavor will be the establishing an office in San Antonio to manage this operation.

Although very early in the develop stage, Public Safety Corporation will need someone to oversee and run the operation.

Being a member of FARA for the last 11 years this announcement is being sent to FARA Members to ascertain if someone with False Alarm Reduction Experience/Outsourcing Experience would be interested in this position or if you know of someone that would be interested.

For further information please forward all resumes to Rick Moore at rmoore@publicsafetycorp.com

Fire Officials: CO Incidents Doubled Since 2003

10.16.12 – Security Sales 7 integration

There were an estimated 80,100 [carbon monoxide](#) (CO) incidents in 2010, nearly double the 40,900 reports in 2003, according to the [National Fire Protection Association \(NFPA\)](#).

Most of the problems occur in the five-month period from October through February when residents seal up their homes and use alternative heating methods. In 2010, 60% of CO incidents happened during this time interval, reports [Journal News](#).

CO threats include gas furnaces, water heaters and fireplaces. Because CO is the leading cause of unintentional poisoning deaths in the United States, fire officials encourage more homeowners to install CO detectors, especially during the months when more residents stay inside. [More Info](#)

Head of Fire Chiefs' Group Casts Vote for ASAP

10.17.12 - Security Systems News

It's the season of spin. But no matter how you slice it, the opening paragraph of last week's commentary by Hank Clemmensen, president of the International Association of Fire Chiefs, isn't a ringing endorsement of central stations.

"I always had supported remote station monitoring for my city's fire alarms, both because I believed it would provide faster notification and because I believed central stations always take too long," wrote Clemmensen, the fire chief in Inverness, Ill., on the website FireChief.com. "Phone calls between the central station operators and our PSAP take way too much time, and the conversations are vulnerable to errors."

It's tough to argue with that. The garbling of names and addresses has long been an issue for police and fire departments, and when is an emergency call ever fast enough? But it turns out that Clemmensen doesn't have an ax to grind with the alarm community, as he quickly makes clear in hailing a top industry initiative: the Automated Secure Alarm Protocol.

"The interface allows a central station operator who has to notify a PSAP of an alarm to transmit all the information directly to that PSAP's CAD screen with only a few keystrokes," he said. "... Think about an operator from the Deep South talking to a PSAP call taker from New Jersey or Boston. Both are speaking English, but the languages are different. The interface transfers data without a telephone conversation—eliminating the chance of the PSAP call taker misunderstanding the central station alarm operator."

Clemmensen goes on to praise the Central Station Alarm Association and the National Law Enforcement Telecommunications System for laying the necessary groundwork to secure the ASAP system. The computerized message broker for ASAP is at the Nlets facility in Phoenix.

"A core group of alarm companies financed the development and implementation of this system, and they are committed to getting jurisdictions with large numbers of alarms connected to ASAP," he said.

Clemmensen's take on the protocol has to be music to the CSAA's ears. It also serves as a rallying point for other fire chiefs nationwide.

"Are you willing to reduce your response times by at least 1.5 to 3 minutes with quicker alarm notification and fewer errors? It sounds like a no-brainer," he said. "The majority of fire alarms are not true emergencies, and if this new interface gets us the needed information sooner, responses could be modified. ... This could just be one more tool to help reduce line-of-duty deaths and make sure everyone goes home." [More Info](#)

US Violent Crime Down For 5th Straight Year

10.29.12 - CNN

Violent crime in the United States fell for the fifth consecutive year in 2011 with murder, rape and robbery all going down, although crime remains a serious problem in many urban areas, the FBI said on Monday.

The report of all crimes reported to police nationwide showed slightly more than 1.2 million violent incidents nationwide, while property crimes hit a nine-year low.

Compared with 2010, the new figures show violent crime down 3.8 percent overall. Property crime was down 0.5 percent.

Among violent incidents reported to police, murders were down about 0.7 percent, robberies dropped 4 percent, aggravated assaults declined 3.9 percent, and forcible rapes were down 2.5 percent. [More Info](#)

Survey Reveals Millions of American Homeowners Are Unaware of Fire Safety Basics

11.1.12 - Sacramento Bee

Nearly three-quarters (74 percent) of respondents to a nationwide survey by Kelton could not correctly describe where to install smoke alarms in the home, while 43 percent admitted they don't know how often to replace smoke alarms. These knowledge gaps may place millions of families at risk of not escaping a home fire. [More Info](#)

Superstorm Sandy

- **How to Help Hurricane Sandy Victims - ABC News**

10.30.12 - abcnews.go.com If you can't personally provide shelter and supplies to those affected by superstorm Sandy, it doesn't mean you can't do something. There are ... [More Info](#)

- **Sandy's impact on security**

11.2.12 - Security Info Watch - The thoughts and prayers of the Cygnus Security Group go out to all those impacted this week by Superstorm Sandy, which left a path of destruction from the Outer Banks of North Carolina to the shores of Maine. The storm has been [blamed for the deaths of more than 90 people](#) in the U.S. New York and New Jersey bore the brunt of the storm's wrath with residents being plunged into darkness by widespread power outages and transportation being brought to a crawl. [More Info](#)

- **CEDIA Community Outreach**

11.2.12 - CEPro - Has Hurricane Sandy taken a toll on your business? CEDIA and CE Pro want to help by connecting industry members. If you have been negatively affected by Sandy and need space to work, inventory to borrow, or an Internet connection to share, please share your needs in our Forum. We also welcome your stories about advice to clients. [More Info](#)

- **Police play major role in Sandy's aftermath**

10.31.12 - HLN - Superstorm Sandy has claimed fatalities across several mid-Atlantic states and has left millions of people without power. Law enforcement is playing a major role in helping people survive the aftermath of the storm. Police are working around the clock to help restore services, find shelter for displaced people and help with the cleanup. [More Info](#)

- **Hurricane Sandy: Integrator Installs 15 Battery Backups Before 'Frankenstorm'**

10.29.12 - CEPro - Hurricane Sandy enables The Source Home Theater in New York City to sell and install 15 APC UPS battery backup systems in two days prior to the arrival of the storm. [More Info](#)

- **Riders on storm: Central stations take Sandy in stride**

10.31.12 - Security Systems News - The snowy remnants of Hurricane Sandy are still blowing across the ridges of West Virginia, but the worst is over for the Eastern Seaboard. Now the recovery begins. And as is the case with any natural disaster, preparation holds the key to the extent of the difficulties ahead. [More Info](#)



- **Hurricane Sandy Exposes Vulnerability of Cloud Content**
11.1.12 - CEPro - If you're an integrator in Connecticut, Delaware, New Jersey, New York, Maryland, Pennsylvania or the Washington D.C. metro areas and you're able to read this, you're one of the lucky ones. You have power when most of your colleagues and customers don't. My prayers go out to you that all is safe. [More Info](#)
- **Can you hear me now? Sandy takes out 25% of cell towers in 10 ...**
10.31.12 - Deseret News - More than 190 firefighters have contained the six-alarm blaze fire in the Breezy Point section, but they are still putting out some pockets of fire. [More Info](#)
- **Hurricane Sandy Delivers 'Another Catastrophe' To Verizon's Home, Complicating Network Repairs**
11.3.12 - Huffington Post - Heavy flooding this week at Verizon's headquarters in lower Manhattan -- a critical node of its network infrastructure -- has begun to subside, but the company's effort to repair damaged network equipment and restore service to customers after Hurricane Sandy continues. [More Info](#)
- **PA: Two men use Sandy as diversion during alleged burglary spree**
11.1.12 - Scranton Times-Tribune - Scranton, PA - "They used the storm to their advantage knowing that police would be tied up more and maybe the alarms would be attributed to the storm," acting Scranton ... [More Info](#)
- **SW24's Fusion Centre a lifeline during Sandy**
11.8.12 - SSN Newswire - New York - With Hurricane Sandy making landfall, Gene Dellaglio drove out into the night on Oct. 29 to check on SecureWatch 24's new Fusion Centre in Moonachie, N.J. As trees fell and the power grid faltered, he arrived at the central station and prepared for the worst. How did the central station manage to weather the storm and also double as an emergency command post for police? [More Info](#)
- **Honeywell Donates First Responder Products for Hurricane Sandy Relief and Recovery Efforts**
11.7.12 - Security Today - Honeywell will donate more than 19,000 personal protective products including protective footwear, gloves, hoods and helmets, designed to weather the most arduous conditions first responders face every day. The protective gear will be distributed via the Nassau County Office of Emergency Management in Long Island, New York, to first responder teams in affected areas in New York and New Jersey. [More Info](#)

News on Door to Door Sales

Courtesy of NESAs

- **CA: Crime Watch: Door-to-Door Solicitor Arrested on Suspicion of ...**
Patch.com - Roseville, CA - The burglar was apparently scared off by the burglar alarm activation, because some of the stolen goods were found outside the businesses. Between Oct. 16 ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Letter: False alarm policy amounts to extortion**
10.26.12 - Prescott Daily Courier - Prescott, AZ - First of all, these are alarms, they may or may not prove to be false. According to the chief of police, 98 percent of the alarm calls received prove to be false... [More Info](#)
- **CO: Accidental false alarms cause real problems**
11.8.12 - Our Colorado News - Littleton, CO - Fire Rescue responded to 1,660 false alarms due to malfunctioning smoke ... Look for the alarm that is different from all the rest if connected in a series. [More Info](#)
- **GA: Sandy Springs City Council will discuss downtown, false alarms**
11.6.12 - Reporter Newspapers - Sandy Springs, GA - The Sandy Springs City Council will discuss a master plan for downtown and will also consider setting new fees for false alarms during its regular meeting. [More Info](#)
- **IL: Alarm over 911 center changes**
11.11.12 - Chicago Sun-Times - Chicago, IL - Under the old system, call takers who handle administrative calls from firehouses, alarm companies or other city departments would automatically get overflow ... [More Info](#)
- **IL: Plainfield amends registration rules for home alarm systems**
11.6.12 - Joliet Herald News - Plainfield, IL - If you are a homeowner about to install a security system, the village of Plainfield has news for you. An amendment to an ordinance approved by the Plainfield ... [More Info](#)
- **MA: New fire marshal heads safety, education initiatives**
10.26.12 - Tufts Daily - Medford, MA - However, there are also many alarms set off by smoke in residential and academic buildings, ... This level of frequency can lead to fire alarm apathy, Walsh said, ... [More Info](#)

- **NC: Hamlet City Council hears about false alarms, mobile home park**
11.14.12 - Richmond County Daily Journal - Hamlet City, NC - The Hamlet City Council on Tuesday heard about false alarms -police and fire - an issue that Councilwoman Abbie Covington said she was concerned about ... [More Info](#)
- **NC: NBC-17 Investigates: Bogus alarm calls costing taxpayers and ...**
11.14.12 - NBC17.com - Raleigh, NC - Thousands of false burglar alarms go off each year at homes and businesses ... Many of those were triggered by malfunctioning alarm systems, or alarm systems ... [More Info](#)
- **NJ: With county police, New Jersey residents will have new, unarmed officers**
10.25.12 - The Inquirer - Camden, NJ - Next year, when a new county police force starts patrolling Camden, N.J., replacing an embattled city department, residents will see many new faces beyond the armed officers. Dozens of unarmed, uniformed civilians — without arrest powers - will be trained to collect evidence at crime scenes, respond to radio calls for nonviolent crimes and relieve officers so they can complete reports once a scene is safe. [More Info](#)
- **ON: Petawawa council will bill business for false alarms**
10.18.12 -Pembroke Daily Observer - Petawawa, ON - The alarms at the business were activated on nine separate occasions between June 9 and July 30. When notified of the impending false alarm fines, the owner ... [More Info](#)
- **PA: City property owners on notice over false alarms**
11.10.12 - Reading Eagle - Reading, PA - That's why Reading officials have hired a firm to systematically bill property owners for repeat false alarms that waste the time of a police force already stretched ... [More Info](#)
- **SD: False alarm tickets start in January**
11.7.12 - Sioux Falls Argus Leader - Sioux Falls Police don't intend to begin citing businesses and homeowners for false alarm calls until January, spokesman Sam Clemens said Tuesday, but the ... [More Info](#)
- **TN: County Commission approves change to alarm code ordinance**
10.23.12 - DeSoto Appeal - Memphis, TN - The County Commission approved on third reading on Monday a change to the county's alarm code ordinance, reducing the number of false alarms allowed ...[More Info](#)
- **TX: 911 call on Fort Worth burglary doesn't match man's claim**
11.8.12 - Fort Worth Star Telegram - Fort Worth, TX - Police said the alarm permit for the store's address expired on Nov. 30, 2011 ... Reber insists he paid the alarm permit fee but said he couldn't produce a receipt. [More Info](#)
- **TX: Council to consider benefits program**
10.21.12 - Odessa American - Odessa, TX - An agreement with Alarm Registration Management System for the purpose of providing an online alarm registration and database management system. [More Info](#)
- **TX: False alarms put WFPD on guard**
11.15.12 - Wichita Falls, TX - Times Record News - The false alarm can be a home security system, burglar alarm, panic alarm or holdup alarm, resulting in more than 531 man-hours spent responding to the calls. [More Info](#)
- **TX: Fort Worth man says dispatchers wouldn't send police to burglary**
11.5.12 - Fort Worth Star Telegram - Fort Worth, TX -- Shortly before 4 a.m. Sunday, Leroy Reber was awakened by a text message telling him that his burglar alarm had gone off at his business, ...[More Info](#)
- **TX: Plano Alarm Dispatch**
The City of Plano Alarm Dispatch Phone Number. All monitoring companies are required to call 972-423-0111 to dispatch on alarm signals. Please contact Lee Middleton with questions at 972-941-2506.
- **WV: Nitro businesses to face fines for repeated false fire alarms**
10.16.12 - Daily Mail - Charleston, WV - Nitro business owners will be required to register their fire alarm systems with city government and pay a fine if firefighters respond to more than four false alarms ...[More Info](#)

Industry News

Courtesy of NESAs

- **Priority Video Response Seminar Focuses on Police, Industry Partnership**
10.18.12 - More than 100 members of the alarm, law enforcement and insurance industries attended a Partnership for Priority Video Alarm Response (PPVAR) seminar here to learn how to build public-private sector alliances through the use of video alarms and priority response. [More Info](#)
- **Illinois alarm companies urged to reclaim business**
Arlington Heights, IL - Now that a federal judge has ordered a public fire district to get out of the fire alarm monitoring business, the state alarm association is encouraging private alarm contractors to once again seek customers there. Learn the latest developments. [More Info](#)

- **A burglar alarm that doesn't need a phone**
10.21.12 - Worcester Telegram - Some people want to stop using their land line phone and rely only on a cellphone, but they can't: The landline sends the message when the burglar alarm goes ... [More Info](#)
- **10-digit dialing starts Saturday in Manitoba**
10.19.12 - CBC.ca - Starting Saturday, Manitoba officially goes to 10-digit dialing so make sure you've updated all pre-programmed or auto-dialing alarm systems to the new format. [More Info](#)
- **Security industry proves resilient in tough economic times**
10.23.12 - Security Info Watch - Memoori report forecasts steady industry growth over the next five years... [More Info](#)
- **Cox expanding its reach**
10.25.12 - Security System News – Atlanta - After a successful trial of its home security/home automation offering in Arizona, Cox Communications is now expanding its security offerings to six other states. Where will Cox Home Security be offered next? [More Info](#)
- **Pinnacle partners with Monitronics**
10.31.12 - Orem, UT - Pinnacle Security has sold Monitronics a very large number of accounts and made an agreement for future account sales. How much did Monitronics pay, what was the multiple and RMR, and how will the deal impact both companies? [More Info](#)
- **Verizon brings wireless monitoring service to Lowe's Iris smart home ...**
11.14.12 - Engadget - Receive an email, text or call when alarm events happen at home or when the children arrive home from school. The kit includes an Iris Hub, motion sensors, ... [More Info](#)
- **To train or not to train?**
11.14.12 - Yarmouth, ME -The fight against false alarms begins at home, according to the Security Industry Alarm Coalition, which cites end-user error for 77 percent of incidents. But are alarm companies doing enough to "take ownership" of the problem, in the words of SIAC Director Ron Walters, by providing consumers with the training they need? Learn what a Security Systems News poll on the issue found. [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>

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