



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink December, 2011

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**Happy Holidays to you
and yours from FARA!**

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

Did not get it?

-

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

Login to FARA's New Web Site

The new face of FARA was recently unveiled at www.faraonline.org. The new website has given FARA a fresh, new look and provides opportunities for growth and new perspectives within the alarm reduction community.

The website committee is anxious for the FARA membership to experience the most important facet of FARA to its fullest extent. Each member must register with the site in order to take advantage of the benefits offered. Current members will need to fill out a registration form (no payment required) on line.

[Please download and follow the step by step instructions to register on the site.](#)

You will need to enter *http://* when entering the website address. A confirmation will be emailed within 72 hours of completion.

The registration process will also allow FARA the opportunity to update current information so all members are able to access the most up to date information.

Please contact any member of the website committee with any questions.

If you have any questions, concerns or problems registering please contact any member of the website committee (see below for list of website committee members).

Sincerely,

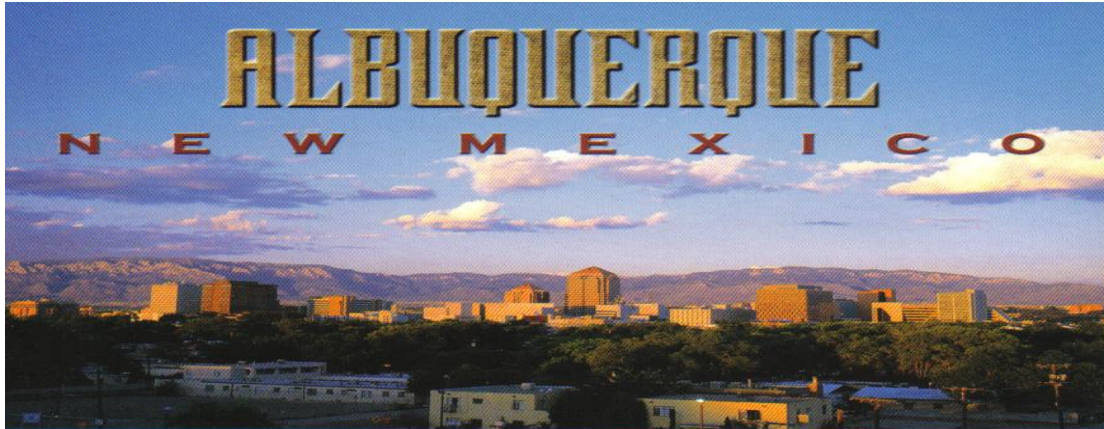
Stacey Peacock
Website Committee Chair

Website Committee

- Brad Shipp – Ex Officio bradshipp@4yoursolution.com
- Stacey Peacock - Chair peacocks@barnstablepolice.com
- Pam Lambird plambird@greenbeltmd.gov
- Amy Lowe amy.lowe@lynchburgva.gov
- April Simmons april.simmons@portlandoregon.gov
- Cindy Smith cindy.b.smith@checkpt.com
- Shellie Reid Shellie.reid@loudoun.gov
- Kristina Walker Klwalker@vectorsecurity.com

Albuquerque—It's a Trip®

By: David Wilson, Conference Committee



The conference committee has worked hard to set training classes and secure instructors. The only thing left is for you to finalize your plans to attend the next symposium from May 1 -3, 2012 in Albuquerque, New Mexico.

Albuquerque offers local events, activities and entertainment options available within a wide range of budgets. Everyone can afford inexpensive vacations in Albuquerque.

- **Zoo, Aquarium, Botanical Gardens and Museums: Free to \$7** - Albuquerque is a great place for an affordable vacation with a variety of inexpensive or free attractions.
- **Performances: \$8** - Ticket prices for a wide range of theatre, dance and music performances start at only \$8. Experience our local culture at a value.
- **Spectator Sports: \$6** - Admission starts at only \$6 for sporting events including Isotopes AAA baseball and University of New Mexico's nationally-ranked basketball, football and baseball games.

The FARA institute awarded funding to 49 public safety members to attend the 2010 and 2011 FARA Training Symposiums. Now is the time to request permission to attend this awesome training opportunity. Please complete the reimbursement application and return it as soon as possible. Institute funds are limited and are awarded on a first-come, first-serve basis. Do not procrastinate or you may not be able to take part in this great opportunity.

The conference committee is already planning for the 2013 symposium scheduled in Orlando, Florida. We need your suggestions for any training events to help make this a great symposium. Please submit your suggestions to a conference committee member.

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

Elections will be Held In 2012

By: Brad Shipp, FARA

The following offices are up for election at the 2012 Annual Meeting:

- President - *Currently held by Gerry Miller*
- Vice President - Fire Alarms - *Currently held by Amy Lowe*
- Treasurer - *Currently held by Steve Heggeman*
- Fire Alarm Associate Director - *Currently held by Mary Galloway*
- Vendor Associate Director - *Currently held by Frank Farren*

FARA members, who have met the following requirements, can run for office:

- been in good standing for at least one year; and
- attended at least one FARA Annual Membership Meeting; and
- served on one or more FARA committees.

The Board may waive the requirements for candidates specified by a two-thirds vote if no candidates meeting the requirements come forward.

Members who are interested in seeking a position as an officer or member of the Board must submit, to the Executive Director, a request for consideration of candidacy for the particular office they are seeking along with a biographical resume no later than ninety (90) days prior to the commencement date of the annual FARA Membership Meeting. The request for consideration of candidacy shall include a brief statement as to why they want to hold the office they are seeking.

1. If the Executive Director only receives requests for consideration of candidacy from one candidate for each position up for vote, then the Executive Director shall not be required to send absentee ballots to the membership.
2. In that case, the Executive Director shall, at the annual FARA Membership Meeting, declare that the nominee is elected by acclamation, and no vote of the membership will be necessary.

Nominations Needed for FARA Members of the Year!

By: 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. 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.

Bylaw Changes Proposed for Vote at Albuquerque Meeting

By: Brad Shipp, FARA

FARA Proposed Bylaw Changes

Change #1- Elections

Rationale - The current bylaw provision limits an incumbent's ability to run for office even if the incumbent is within their rights to do so; i.e., within the 8-year maximum limitation. The recommended language reflects the Board's real intent that an incumbent's request for consideration of candidacy will not be considered only if another member in good standing files an intent to run for the position and the incumbent is beyond the 8-year maximum for office.

Article 4, Section 4

B. An incumbent may submit a request for consideration of candidacy without regard to the term limits provided in Section 4(A). If a member in good standing submits a request for consideration of candidacy, as provided in these Bylaws, for the same seat occupied by an incumbent, the candidacy of the incumbent shall not be accepted if the incumbent has served in a single position for more than four (4) consecutive terms or eight (8) years, whichever is greater.

Change#2 – Change of Employment

Rationale: New language is proposed that allows a Director or Officer to remain on the board consistent with the bylaws if they are no longer employed by a member agency.

Article 4 - Section 6. Vacancies: In the case of a vacancy, resignation or removal of an Officer or Director, the President of the FARA shall designate a person to fill the unexpired portion of the previous Officer or Director's term. In the event of a vacancy in the office of President, the Vice President with the longest tenure on the board shall assume all duties of the President until the subsequent normal presidential election. In the event of the resignation of the Immediate Past President, that seat shall remain open. All appointments shall be ratified by the Board of Directors.

When any Director or Officer is not employed for over 90 days by a member agency or company that qualifies him or her for that office, that board position shall be considered a vacancy, and may be filled in accordance with these Bylaws.

Communications Committee Update

By: Norma Beaubien, Chair

The Communications Committee is proud to announce that it has published three new one-page false alarm prevention bulletins in the past several months. FARA Bulletins are designed to educate alarm users about specific causes of false alarms and how to prevent them. They are one-page, easy to read documents that have fun color graphics that grab the eye. We encourage FARA members to utilize the bulletins in any way that helps them to reduce false alarms.

The three newest bulletins are:

1. *What's An Alarm User to Do?* - This bulletin deals with alarm user responsibility in using an alarm system. It provides general tips to reduce the likelihood of false alarms and stresses system maintenance and training. It is our featured bulletin of the month in this issue!
2. *Maximizing Your Alarm System's Effectiveness* - This bulletin covers testing, maintenance and proper use of alarm systems.
3. *False Alarm?. . . Problem Solved* - this bulletin describes three highly successful methods to reduce false alarms; i.e., Enhanced Call Verification, Cross Zoning and the ANSI/SIA Control Panel Standard (CP-01).

There are now 27 different bulletins available to help reduce false alarms! Are you using them to their potential?

Fire Committee Update

By Mary Hardy Galloway, Chair

With the holidays approaching, busy schedules abound, so the Fire Committee has been in a holding pattern.

Come the beginning of the year we plan to land with a bang! We will be starting with a new Co-Chair, Mr. Roy Pollack of Devcon and a yet to be announced Co-Chair for Public Safety. We have big plans for the committee and will be introducing a lot of educational resources for fire false alarm reduction. Stay tuned and be ready to be wowed!

In the meantime have a safe, joyous holiday season and be fire smart!

Training and Certification Committee Update

By: Sherry Couey, Fayetteville Police, NC, T&C Committee member

The T&C Committee continued discussion on the "Alarm Orientation for Multiple Users" and development of future classes for Elite CEU. Also in continuance is the committee's focus on the promotion of the Certified Manager's Exam. Earlier T&C meetings developed the discount of exam fees for re-certification and the creation of the "CAM Spotlight." In October's meeting, the committee discussed the development of monthly bulletins to assist those members who are considering taking the exam. It was realized that many members wait until the annual symposium is approaching before considering taking the exam. This, of course, may hamper the chance of success for those who wish to try to take the test. It was decided that one way members could be helped with preparation for the exam was to put out monthly bulletins starting in November until the April 2012 symposium. Details for these monthly bulletins are still in development.

Now, as we promised before, it is time for this edition's "CAM Spotlight" Shellie Reid of Loudoun County, Va.!

CAM Spotlight - Shellie Reid

By: Sherry Couey, Fayetteville Police, NC, T&C Committee member

BIO

Current Position:

I currently work for the Loudoun County Sheriff's Office in Virginia as the Alarm Administrator of the False Alarm Reduction Unit. The Commonwealth's Attorney keeps telling me that it was supposed to be the False Alarm Reduction Team, but the acronym just didn't work.

Hobbies or Interests

When I have free time, I am usually in my studio creating something with paper or beads. I have also started digital scrap booking which is great because it is portable.

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

I have been a member of FARA since joining the Sheriff's Office in December of 2010. I currently serve on the Training & Certification Committee. I was also recently elected President of the Mid-Atlantic Chapter.

Certified Alarm Manager Experience

When did you first obtain your certification? May 2011

What made you decide to take the exam? When I took my position, I had law enforcement experience, but not specific to false alarms. I figured that I needed the knowledge sooner rather than later, so I took the exam about 4 months after being hired as the Administrator of the unit.



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

The accomplishment was featured in the monthly Sheriff's Office newsletter, and I received several congratulations from members of the Sheriff's Office. Division Heads always love having something to report for their areas, so that brought some good will my way.

Do you think accomplishing your certification has benefited your career or position as an alarm manager/coordinator? Has it made a difference in what you do?

I have no doubt that gaining certification has helped me immensely if only knowing where to find more information on issues. Preparing for the exam gave me a greater understanding of what my job is and how best to accomplish it. I truly believe that my job is easier because I have a strong foundation. I have plenty to learn in the years ahead, but certification gave me an understanding that would have taken months if not years to match through experience.

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

Quite simply, yes.

Where is your certificate now? (Displayed on wall? Hidden in a drawer?)

My certificate is on a bulletin board in my office until I find a frame for it. Once framed, it will be hung on a wall in my office.

CANASA-Security Canada Central-FARA Booth

By Gerry Miller, FARA President

THANK YOU CANASA!



Emily Pleasance, Lisa Ortolan and Gerry Miller, all with the Peel Regional Police



Kristy Gauthier, Halton Police and, Kathy Rudover – Windsor Police

CANASA generously donated a booth for FARA during the Security Canada International Security Conference and Exposition, October 19th and 20th 2011. Security Canada attracts thousands of attendees and exhibitors year after year. They deliver valuable information that enhances attendees' industry knowledge and value to their organization.

Security Canada shows are firmly established as the leading security industry events in Canada and Security Canada Central is the largest security industry trade show in Canada, attracting a growing number of exhibitors and thousands of attendees from all across North America. This is where major purchasing decisions about security by corporate and government customers are made. This year there was over 200 booths and many Training and Educational Sessions.

The FARA booth was located in one of the busiest aisles whereby all attendees would have to pass by. It was an excellent opportunity to hand out information, talk to people about our great association and encourage them to join.

Canadian Public Safety Alarm Coordinators

By Gerry Miller, FARA President

The Annual Canadian Public Safety Alarm Coordinators meeting hosted by Kris Gauthier, Halton Police was very successful. In attendance were representatives from the alarm industry, as well as new and veteran alarm coordinators, who all took the opportunity to learn from one another. Everyone was able to learn something new.

After a wonderful meal, Sonia LeClerc of Alarmforce provided a beautiful cake as a thank you to all for their outstanding efforts in working cooperatively.

A wonderful topic, "Shrink Your Stress" was presented by Sandra Cousens, SCC Consulting. We all know how stressful our positions can be.

We are all grateful to Kris for hosting a wonderful event. I would encourage alarm coordinators from all areas to gather and share as we did.

Featured Manual - How to Create Regional Meetings

By Brad Shipp, FARA

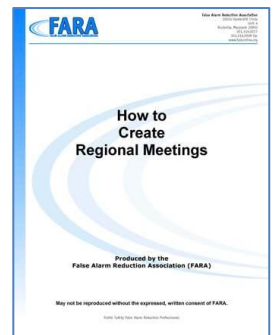
Regional meetings between public safety and alarm industry professionals is an extremely valuable tool in addressing false alarm issues in your specific area and in fostering positive working relationships between the two groups.

For public safety, meeting face-to-face with alarm company representatives in your community provides an excellent mechanism to first meet those professionals and to then begin working with them to solve false alarm problems.

For alarm industry professionals, participating in regional meetings provides you with an opportunity to show you are serious about the reduction of false alarms and want to be part of the solution.

Both public safety and the alarm industry stand to gain considerable benefits from conducting regional meetings, and FARA strongly recommends that the two work together to make them happen.

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 - What's an alarm user to do?

By Brad Shipp, FARA

Being an owner or operator of an alarm system, or an employee of a business that is equipped with an alarm, brings with it certain responsibilities. The Bulletin offers tips that will reduce false alarms in your community and save you valuable money in false alarm fines.

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

VIDEO: Squirrel pulls fire alarm

12.7.11 - MANATEE COUNTY, Fla. (WOFL FOX 35) - A false alarm went off inside a manatee county school but there was no student to blame. The culprit is none other than a furry little squirrel. Surveillance cameras at Blackburn Elementary captured the curious squirrel climbing up to the fire alarm and then pulling it. School officials had to show this tape to the fire department to avoid a false alarm fine. [View the video](#)



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!

Texas Company Buying Springs-based ATB Services

12.9.11 - Colorado Springs Gazette - A Texas company that helps cities administer false-alarm laws has acquired Colorado Springs-based [ATB Services](#), which provides similar services.

Irving, Texas-based [PMAM Corp.](#) acquired ATB on Dec. 1 after about two months of talks and has retained all 30 of its employees, including co-founders Michael and Zina Zelesnik as consultants, said Pankaj Kumar, PMAM's CEO. Terms of the deal were not disclosed. Each company works with about 30 cities across the nation to help them recover fines from individuals and businesses for false alarms from security systems as well as working with homeowners and businesses to reduce the number of false alarms, often reducing the number of such calls by up to half, Kumar said.

"ATB and PMAM have a similar culture and have the same passion to reduce false alarms for communities, so it naturally makes sense for ATB to join PMAM," said Zina Zelesnik.

Michael and Zina Zelesnik started ATB in their Colorado Springs basement in 2002, recruiting the city of Bellevue, Neb., as its first customer. The company later added Beverly Hills and Oakland, Calif., as well as Reno, Nev., and Pierce County, Wash.

PMAM, which now employs about 150, was started in 1999 and developed software called False Alarm Management Solution that is used by Denver, Houston and other cities.

"The addition of ATB gives us capabilities to provide processes and services that will further boost PMAM's leadership position in false-alarm management across the U.S.," Kumar said. "We would like to spread our reach to reach 25 to 30 percent of the nation's top 100 cities within two years." [More Info](#)

After Burglary, Mental Illness Association Gets Free Security System

12.8.11 - Gazette - Two months ago, a burglar broke into a nonprofit thrift store in Rockville and stole more than \$200. Now, thanks to a group of security companies, the store's new security system would give even professional criminals second thoughts.

"It was amazing; you could have knocked me over with a feather when they called me," said Katherine Slye-Griffin, executive director of the local chapter of the National Alliance on Mental Illness, which lost more than \$200 in cash and was left with thousands of dollars in damages as a result of the burglary Oct. 14.

The donation was made after Stuart Forchheimer, president of the Baltimore-based HS Technology Group, heard about the burglary from a friend on the Maryland Burglar and Fire Alarm Association who lives in Montgomery County, Forchheimer said. Forchheimer organized a \$3,500 security package for the store including cameras, monitors, siren-alarms, reinforced windows and state-of-the-art features that allow Slye-Griffin to view camera footage from her phone or personal laptop.

"I just decided to run with the ball to see what we could do," Forchheimer said. "It's very tough to put a dollar value on peace of mind."

The store, at 11718 Parklawn Drive, provides 50 percent of the annual revenue for NAMI's Montgomery County chapter, giving the damages and stolen cash a magnified impact on the nonprofit's bottom line, Slye-Griffin said. The store also provides education and support, including on-the-job-training, for more than 2,000 residents a year, Slye-Griffin said, making the new security measures a reassuring improvement.

"It's already made a really positive change on our operation," Slye-Griffin said. "Having the cameras and being able to scan the property, it's so reassuring. My staff feels incredibly safe." [More Info](#)

States Push To Catch Winter's Silent Killer With Carbon Monoxide Alarms

11.29.11 - USA Today - To catch a silent killer that often strikes in winter, a growing number of states are requiring homes to install carbon monoxide detectors. While smoke alarms have been required in homes for decades, similar devices to detect carbon monoxide (CO) — a deadly, odorless and colorless gas — have been slower to catch on. That's changing.

This year, at least three states (Kentucky, Oregon and Washington) began requiring CO detectors in newly built residences, and two states (California and Wisconsin) began requiring them also in existing single-family homes. In January, Arkansas will start requiring them in new homes.

"We're seeing more states address this issue," partly because of well-publicized deaths from CO poisoning, says Scott Hendrick of the National Conference of State Legislatures.

Many of the laws requiring CO detectors for homes passed within the past five years, and Connecticut passed one this year requiring them in schools.

"These laws are greatly needed, as it is impossible to detect carbon monoxide without a CO alarm," says Deborah Hansen of First Alert, an Illinois-based company that makes the devices. Most alarms cost \$15 to \$20 and need to be replaced every five years

Carbon monoxide can seep into a home without residents seeing or smelling anything when fuel-burning devices such as gas stoves, furnaces, fireplaces and generators are improperly used or when cars are left running in an attached garage. Exposure symptoms include headache, fatigue, nausea and dizziness. Nearly 500 deaths and 15,000 emergency room visits result each year from unintentional CO exposure in the [USA](#), according to the Centers for Disease Control and Prevention.

"We see a large number of CO deaths after storms and power outages, because people bring generators into their homes or garages," says Patty Davis of the U.S. Consumer Product Safety Commission. She says generators need to remain far away from the house.

Some remain skeptical of the devices. Given their ongoing costs vs. the number of CO deaths, "it doesn't make sense" to require them in all homes, says Larry Brown, director of codes and standards for the National Association of Home Builders. The NAHB helped defeat a building-code effort last year to extend the CO device requirement to existing homes.

[More Info and A Map Showing Which states have laws requiring CO alarms in homes and which do not](#)

Cable and Phone Companies Enter Home Security Market

Several cable and phone companies have recently announced plans to offer home security services.

- **AT&T to Launch Home Security, Energy Management Business**
11.22.11 - Security Sales & Integration - AT&T plans to launch a new business division called Digital Life Services, which will offer home security, home monitoring, energy management and remote healthcare, reports the Atlanta-Journal Constitution. [More Info](#)
- **Time Warner, Frontier to Offer Home Security Services**
11.22.11 - Security Sales & Integration - Rochester, NY - On the heels of AT&T announcing its plans to enter into the home security market, cable provider Time Warner Cable and telecom Frontier Communications will now offer home security services. [More Info](#)
- **Cable firms branch out into home-security services**
12.5.11 - Los Angeles Times - "Yes Mr. Smith, we got a report that your burglar alarm is going off, we are dispatching a security officer to your home and you can expect him on Monday ... [More Info](#)

Police Dispatch Quality (PDQ) Award Program Now Accepting Entries

11.9.11 - Security Sales & Integration - FRISCO, Texas - Nominations are being accepted for the seventh annual Police Dispatch Quality (PDQ) Award program presented by the Security Industry Alarm Coalition (SIAC), False Alarm Reduction Association (FARA), SECURITY SALES & INTEGRATION, Honeywell Security and Installation Quality (IQ) Certification program.

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

Past PDQ Award winners include [Custom Alarm](#), [Broadview Security](#) (formerly [Brink's Home Security](#)), [Atronic Alarm Systems](#), [Alarm Detection Systems Inc.](#) and [Vector Security Systems](#).

"This is a great venue for companies to win an award that can be used in promotions to their customers," says SIAC Executive Director Stan Martin. "Good alarm reduction programs ultimately benefit the customer by saving costs through reduced fines. We are looking for companies that exemplify an all out effort to reduce false alarms from implementing ECV to utilizing ANSI CP-01 compliant control panels, training customers and working closely with law enforcement."

The winner will receive \$1,000 for hotel and airfare to attend the [2012 Electronic Security Expo \(ESX\)](#) in Nashville, Tenn. Additionally, the award recipient will be featured in an issue of SSI. Applications must be postmarked by Feb. 28, 2012.

Download the [2010 PDQ Award application](#). [More Info](#)

Underwriters Laboratories Supports the Alarm Industry Automated ...

NORTHBROOK, Ill., Nov. 9, 2011 /PRNewswire via COMTEX/ -- Underwriters Laboratories (UL), announced today, after careful technical review, its support for the Alarm Industry's program for streamlining the delivery of alarm notifications between alarm monitoring companies and 9-1-1 Public Safety Answering Points (also known as PSAPs and referred to at times as 9-1-1 call centers).

The program, commonly referred to by the Alarm Industry as the Automated Secure Alarm Protocol (ASAP) project, uses the Association of Public-Safety Communications Officials (APCO's) and Central Station Alarm Association (CSAA's) ANSI standard to effectively speed alarm notification delivery to PSAPs, resulting in a more cost effective and faster solution for the Alarm Industry. Nlets, the premiere interstate justice and public safety network information exchange system, was a critical partner to APCO and CSAA in making the idea a reality. "The analysis of the results of how emergency calls were handled during the recent Mid-Atlantic earthquake and how notifications are handled day to day by the City of Houston's Emergency Center are compelling," said Chris Hasbrook, UL Vice President for Buildings, Fire, Life Safety & Security. "After a technical review of NFPA 72, the model code that governs these important life safety functions, UL found the ASAP to PSAP program consistent with the language and intent of NFPA 72."

UL, the leader in standards development, technical auditing, and promotion of central station alarm monitoring services, supports industry innovation and business efficiency while always putting safety first. "On behalf of citizens and businesses across the U.S., we want to recognize APCO, Nlets and CSAA for their leadership on this important initiative, and thank them for their crucial focus on continuing education and awareness in their joint pursuit on behalf of enhancing public safety," said Hasbrook.

SOURCE Underwriters Laboratories (UL) ... [More Info](#)

Joke of the Month

How to Get the Police to Respond Really Quickly

Did you hear about the guy who called the police because he saw some people stealing things out of the shed in his back yard? The police asked him if they were in his house and he said, "No." Then the police said that all units were busy and he should lock his doors. They would send someone as soon as they could.

The guy hung up, waited 30 seconds and called back. "I just called you about the people stealing things out of my shed. Well, don't worry about it, I shot them."

In less than five minutes, police cars screeched into his driveway, sirens blaring, and caught the thieves red-handed.

"I thought you said you shot them," said the officer.

"Thought you said no one was available," he replied.

Do you have any great jokes to share? Please send them to malexan2@lfucg.com or lespinosa@beavertonoregon.gov

News on Door to Door Sales

Courtesy of NESAs

- **Door knockers team with traditional company**
11.23.11 - Orem, UT and Boca Raton, FL.- They've had the same private equity owner since 2009, but this traditional model security company and summer-sales model company have always maintained separate operations, until now. [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Avondale's false-alarm ordinance faces change**
12.1.11 - Arizona Republic - Avondale, AZ - The Avondale City Council will likely consider changing an ordinance designed to prevent false alarms after the Arizona Alarm Association ... [More Info](#)
- **AZ: Mesa close to closing false alarm loophole**
11.29.11 - The Republic - Mesa, AZ - False alarms are costing the city of Mesa big bucks. The East Valley Tribune (<http://bit.ly/tf5Xzy>) reports Mesa is looking to close a loophole that lets ... [More Info](#)
- **AZ: Paying a fee for false alarms?**
12.6.11 - KVOA Tucson News - Tucson, AZ - Some Tucson business owners are up in arms with the city's attempt to recoup cash from false alarms. According to Tucson police, there were nearly 9200 ... [More Info](#)
- **AZ: Peoria City Council considers change to alarm verification**
11.17.11 - Arizona Republic - Peoria, AZ - Too many false security alarms are eating up public-safety resources and time, prompting Peoria police to propose changes that would make ... [More Info](#)
- **CA: Calif. police say false alarms costing millions**
12.9.11 - Police News - Sacramento, CA - False alarms from companies protecting business and homes may count for as much as 97 percent of calls for service in California's state capitol. ... [More Info](#)
- **CA: With New Ordinance to Target False Alarms, Town Invites You to ...**
12.6.11 - Patch.com - Danville, CA - Have a home or business burglar alarm? You can register it online with the Town of Danville. The town is encouraging residents and business ... [More Info](#)
- **FL: Fire district plans to charge for false alarms, inspections**
10.31.11 - Destin Log - Destin, FL - If you are having problems with your alarm systems or haven't had your fire extinguisher checked in years, here is your fair warning to fix it - or it will ... [More Info](#)
- **FL: Homeowner punished with fines for false alarms**
11.9.11 - Bradenton Herald - Bradenton, FL - I am curious how much money is brought in by the Manatee County sheriff's false alarm tax. I was unfortunate enough to have had three false alarms several ... [More Info](#)
- **FL: Sheriff to charge for false alarm calls**
11.2.11 - MyFoxOrlando.com - Orange County, FL - Demings said the first 3 false alarms calls would be free and any subsequent calls would range anywhere from \$50 to \$100. Officials are concerned about ... [More Info](#)
- **GA: Lilburn City Council Agenda**
12.9.11 - Patch.com - Lilburn, GA - Recommendation: "That the Mayor and Council adopt Ordinance #423-11, creating an Alarm System Ordinance to provide for registration and regulation of Alarm ... [More Info](#)
- **GA: Peachtree City Updates - Week of October 31, 2011**
10.31.11 - The Citizen.com - Peachtree City, GA - Registration is underway for all active security alarms in Peachtree City homes and businesses. Permit applications are available at the Police Department ... [More Info](#)
- **GA: Register Home and Business Burglar Alarms with Cobb**
11.16.11 - Patch.com - Cobb County, GA - The false alarm ordinance was enacted in 2008 and burglar alarms for residents and businesses must be registered with Cobb County by Jan.1. ... [More Info](#)
- **IL: Elgin officials look over budget cuts, revenue options**
11.17.11 - Chicago Sun-Times - Elgin, IL - ... said that an idea to set up a program where the city would monitor fire alarm systems appears to be on the back burner and is not in the budget plan. ... [More Info](#)

- IL: False alarms burden local emergency responders**
 11.10.11 - WREX-TV - Rockford, IL - While they get their share of non confirmed 911 calls, one of their biggest issues is tripped home and business security system alarms. ... [More Info](#)
- IL: Lombard, Ill. may implement municipal monitoring program**
 10.27.11 - Lombard, IL - According to documents obtained by the Illinois Electronic Security Association under the Freedom of Information Act, officials in the Village of Lombard, Ill. could soon be moving forward with plans to implement a new municipal monitoring program. IESA says policy could cost local business owners more in monthly monitoring fees. [More Info](#)
- IL: Mayor: No renewals for liquor license holders who owe city money**
 12.3.11 - TribLocal - Joliet, IL - ... that all outstanding payments—including unpaid water bills, parking tickets and fees associated with false fire alarm calls—must be paid by 3 pm Dec. 30. ... [More Info](#)
- MA: Attleboro police set up special tip line**
 11.9.11 - Attleboro Sun Chronicle - Attleboro, MA - Residents also can access motor vehicle crash reports, find information about the department such as the Alarm Ordinance, Rape Aggression Defense training ... [More Info](#)
- MD: False Alarm**
 11.14.11 - Baltimore Sun - Baltimore, MD - We recently received a notice from the Housing Authority of Baltimore City saying that we have an alarm system that is not currently registered. ... [More Info](#)
- MI: Jackson City Council amends charges for false alarms, unknown alarms**
 12.6.11 - The Jackson Citizen Patriot - MLive.com - Jackson City, MI - The Jackson City Council has raised the charges for false and unknown alarms, but it has established an appeals ... [More Info](#)
- NJ: Excessive false alarms in Union Township prompt police request for ...**
 12.9.11 - Hunterdon County Democrat - NJ.com - Union Township, NJ - The Township Committee may enact rules and regulations for fire and burglar alarms, after getting complaints about excessive false alarms. ... [More Info](#)
- NJ: Tewksbury could stiffen false-alarm fines after Nov. 22 hearing**
 11.14.11 - Hunterdon County Democrat - NJ.com - Tewksbury, NJ - A public hearing regarding fines for false alarms will now be held Tuesday, Nov. 22. The hearing had been scheduled for Nov. 7, but the public notice was ... [More Info](#)
- NM: Taos County updates regs to collect more in false alarm fees**
 11.8.11 - Taosnews.com - Taos, NM - The county says private alarm systems have become more common in the area recently. These systems are monitored by companies that report suspicious activity ... [More Info](#)
- NY: Burglary Concerns Highlight Village Board Meeting**
 12.5.11 - Patch.com - Garden City, NY - Police commissioner says 99 percent of the people have an alarm system but it was not activated. By Emily Wood Police commissioner Ernest Cipullo says one ... [More Info](#)
- OK: How to keep your heater from causing a false alarm**
 11.3.11 - KRMG - Tulsa, OK - Turning on heaters for the first time since last season typically gets the Tulsa Fire Dept. a good many false alarms. But, it's not necessarily the smell ... [More Info](#)
- PA: Fine enacted in Springdale for false alarms**
 11.21.11 - Blairsville Dispatch - Springdale, PA - Any Springdale home or business owner who has a faulty alarm system will be fined \$300 if the borough receives ... [More Info](#)
- TX: Copperas Cove Council amends burglary alarm system ordinance**
 11.16.11 - Killeen Daily Herald - Copperas Cove, TX - The City Council amended the city's ordinance for burglary alarm systems to increase fines and clarify the appeals ... [More Info](#)

- **TX: More concerns surface over HFD's new response plan**
11.3.11 - abc13.com - Houston, TX - But at least one firefighter, who didn't want to be publicly identified, is sounding an alarm that it could put lives at risk. "What's the problem with this ... [More Info](#)
- **VA: Albemarle Police Enforce First Part of False Alarm Ordinance**
11.2.11 - NBC 29 News - Charlottesville, VA - Tuesday night, Albemarle County is beginning the crackdown on bogus calls for help from faulty security alarm systems. Home and business owners with too ... [More Info](#)
- **WI: City Pulls Back From New Alarm Registry, Permit Fee**
11.24.11 - Patch.com - Wauwatosa, WI - The Wauwatosa Police Department had already created a new required 2012 registry for home and business alarm systems and announced the change ... [More Info](#)

Industry News

Courtesy of NESAs

- **High-Rise Fires Cause \$235 Million in Property Damage a Year: NFPA**
12.6.11 - According to a new report released by the National Fire Protection Association (NFPA), in 2005-2009, there was an average of 15,700 reported structure fires in high-rise buildings per year with an associated \$235 million in direct property damage. [More Info](#)
- **NY: Fire alarm interrupts NBC Nightly News broadcast**
11.30.11 - WXIA-TV - New York, NY - A fire alarm went off just as the program was beginning - and it kept going off intermittently throughout the show. NBC News issued a statement after the ... [More Info](#)
- **Firefighter Injuries Down Eight Percent from 2009: NFPA**
11.11.11 - OH&S - Firefighters suffered 71,875 injuries in the line of duty in 2010, an eight percent decrease from 2009 and a two-decade low, according to the new report, "U.S. Firefighter Injuries" issued by the National Fire Protection Association (NFPA). The report takes a look at the number of 2010 firefighter injuries, injuries by type of duty, exposures to infectious diseases, and how a community's size affects the number of injuries within a fire department. [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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Email: info@faraonline.org
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