



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink December 2015 Edition

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Things to Do In Austin

Get ready for Austin 4/19 to 4/21 - Holiday Austin Midtown, Austin TX

There's a lot of talk about the best things to do and see in Austin. [Check out guides for foodies, history buffs, musicians, golfers and everyone in between.](#)

[Click here for a full FARA information packet on the Austin Symposium!](#)



Sherry Couey is the New FARA Secretary

President Kerri McDonald has appointed, and the Board has approved, Sherry Couey as the new FARA Secretary.

Sherry Couey is the Alarm Ordinance Coordinator for the Fayetteville Police Department, Fayetteville, NC.

Sherry became a Certified Alarm Manager in 2009. She joined FARA in 1999, after attending a local FARA regional training class. She has served FARA as the Training and Certification Chair and as a past member of Communications and Conference Committees. Earlier this year Sherry was honored as the Norma C. Beaubien Member of the Year for 2015.



FARA's Believe it or Not

By: Brad Shipp

- **AL: Nude woman discovered inside Gadsden City High locker room**
12.14.15 -AL.com - Officers responding to an alarm at the school found an outside door unlocked in the technical education department. While investigating inside, police heard a ... [More Info](#)
- **CA: Garden Grove Ghosts?**
11-15 - GGPD gets a call from the alarm company for an activation of a store motion sensor. The store manager advised the alarm company that there are some Halloween decorations in the store that may be setting off the alarm. The officer arrived and found the store was secure. The floating ghost & jack-o-lantern decorations appeared to be code 4.
- **FL: Burglary suspect hides in Florida lake, where gator eats him**
12.8.15 - Fox News - A suspected burglar jumped in a Florida lake apparently hiding from law enforcement before an 11-foot alligator killed him, investigators said ... [More Info](#)
- **GA: Alarm calls at DeKalb restaurant triggered by rats, not burglars**
12.1.15 - Atlanta Journal Constitution - Channel 2 Action News reported that, in a span of just 30 days, DeKalb County police officers responded to 17 alarm calls at the Church's and ... [More Info](#)
- **NJ: Bungling burglar who butt-dialed 911 before crimes gets 10-year ...**
12.11.15 - NJ.com - Branchburg - A bungling burglar who inadvertently dialed 911 and described his break-in plans to police before he committed the crimes ... [More Info](#)
- **NY: Burglar dressed as Santa Claus nabbed on Greenwich Village ...**
12.18.15 - New York Daily News - 'Twas two weeks before Christmas, and all through the house, one bad Santa was brawling, the miserable louse. Burglar Curtis Moran, clad in ... [More Info](#)
- **PA: Burglary suspect identified by name printed on his sweatshirt**
12.9.15 - UPI.com - Police in Pennsylvania arrested a burglary suspect after surveillance footage showed him wearing a personalized sweatshirt bearing his first ... [More Info](#)
- **WA: Burglar accidentally shot himself in leg at Tacoma house**
12.10.15 - The News Tribune - A burglar broke into a Tacoma house last month and was surprised to find one of the three men who lived there asleep in a bedroom. [More Info](#)
- **WI: Alleged karaoke burglar was easy to find; left papers behind ...**
12.14.15 - Madison.com - "The burglar did leave a pretty good clue behind: A hospital bag with discharge papers containing his name and date of birth," said police ... [More Info](#)

Do you have any stories you would like to share about strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to bradshipp@4yoursolution.com and we'll put them in the next InfoLink for all to share!

Top 2015 monitoring trends: ASAP, DIY, PERS and cloud

12.16.15 -Security Systems News

YARMOUTH, Maine—CSAA's ASAP to PSAP program, DIY being paired with 24/7 professional monitoring, PERS, and cloud automation were talked-about trends in monitoring in 2015.

This was the year that ASAP came to fruition. ASAP is a program that improves the speed and accuracy of central station dispatches by sending alarm information electronically to responders. ADT joined the program in August, and, and CSAA's executive director Jay Hauhn predicted, other nationals were close behind.

Vivint joined the program the month after ADT. Amy Becht, Vivint director of central stations, told Security Systems News that the program affected less than 1 percent of Vivint's account base. "It's not as much about what the program does for Vivint right now, but it is a lot about the future potential of the program—and not just for Vivint, but the entire industry," Becht said.

Diebold was the first commercial provider to implement ASAP when it joined in October. Stanley and CMS also adopted the protocol this year.

A number of monitoring companies tapped into the DIY market this year, bringing together DIY-installed devices with professional monitoring. Monitronics entered the space in a big way in February with its \$67 million acquisition of LiveWatch. Then-SVP of Monitronics' parent company, Ascent Capital Group, John Orr called the deal "a nice buy of a strong engine for ongoing growth in the space."

Most recently, My Alarm Center opened a new division with this model. World Wide Security started offering a plug-and-play IP camera option to its customers, automatically connected to its central station. Utah-based DIY company Novi, said it was looking at a professional monitoring option for its equipment, too.

USA Central Station Alarm announced a new DIY offering at ESX show in June. The company worked with Videofied to make a neighborhood watch offering, linking many outdoor cameras to a single hub with administrative controls for adding multiple users.

Videofied president Keith Jentoft called the offering a way that the standard alarm dealer can play in the DIY space. Dealers get a link to a website, branded under their company's name that sells and ships equipment direct-to-consumers. Jentoft said the offering requires minimal start-up cost and opens the door for added RMR.

PERS was in the news every month in 2015. Numera, the Seattle-based PERS company, made headlines in 2015, when it was acquired by Nortek for \$12 million, and when it rolled out EverThere. The EverThere platform proactively tracks PERS users' activity levels, compiles the data and allows family members to set alerts based on conditions like inactivity. Securus' name came up a lot, when it divided and sold its business. AvantGuard bought the PERS business—and renamed the division Freeus—and BrickHouse security acquired Securus' GPS business.

An educational session at ESX underscored the fact that medical monitoring, while a great business, may not be for every central station. Attendees at AvantGuard's bi-annual PERS Summit in October debated the benefits and shortcomings of fall detection technologies. AvantGuard CEO Josh Garner summed up opinions of the technology by saying, "Dealers need to have it in their repertoire to offer clients, but at the end of the day it's a very small use case. By and large, pushing a button is going to be the best, most effective way to get help."

MAMA, the Medical Alert Monitoring Association, also gathered PERS dealers in Orlando to talk about mPERS, fall detection and the 2G sunset at its annual meeting.

The PERS space also gained new entrants like Consumer Cellular and Blue Star, a veteran-focused PERS provider based in Maryland.

The cloud was a recurring topic in 2015, starting with IBS getting the first UL certification for a cloud-based central station automation platform—its SBN Cloud. Later, Dice and Bold Technologies each released automation platforms based in the cloud. [More Info](#)

FBI Releases U.S. Crime Statistics

12.16.15 – SIA

The FBI's Uniform Crime Reporting (UCR) Program released details on more than 5.4 million criminal offenses reported by law enforcement through the National Incident-Based Reporting System (NIBRS) during 2014. According to NIBRS, 2014, 6,520 law enforcement agencies—charged with protecting more than 93 million U.S. inhabitants—reported 4,759,438 incidents involving 5,489,485 offenses, 5,790,423 victims, and 4,414,016 known offenders.

Among the report's highlights:

- Of the offenses reported during 2014, 63.6 percent involved crimes against property, 23 percent involved crimes against persons, and 13.4 percent included crimes against society (so-called "victimless" crimes like gambling).
- There were 4,414,016 known offenders, meaning that at least one characteristic of the suspect—such as age, sex, or race—was known. Of these offenders, nearly a third (32.3 percent) were between 16 and 25 years of age, the majority (63.9 percent) were male, and more than half (57.1 percent) were white.
- Concerning the relationship of victims to known offenders, 52.7 percent of the 1,273,602 victims knew the individual perpetrating the crime but were not related to them. Nearly a quarter of the victims (24.8 percent) were related to their offenders.

[Read more](#)

Sheriff/Private Security Partnership Award

NSA will present a new award in 2016, the Sheriff/Private Security Partnership Award.

The award will recognize the partnership between a Sheriff's Office and a private sector partner. This award is sponsored by Security Industry Alarm Association (SIAC), Central Station Alarm Association (CSAA) and the National Sheriffs' Association.

[Click here to download the nomination application.](#) **Nominations must be received by January 31, 2016.**

Criteria

Submissions must have occurred between January 1 and December 31 of the previous year and submitted no later than January 31, 2016.

Qualifications

Must be a partnership between private security and sheriff's office. The nominee must be a member in good standing of the NSA.

Awards Panel

NSA Awards Committee

Application

Complete the attached form and submit with supporting documentation listed below. Nomination submissions will be held on file for two subsequent years and reconsidered each year. The nomination must include the following: Description of the public-private partnership, project title, project activities and major accomplishments working with and involvement with the sheriff's office. Name of the Sheriff's Office and Sheriff Nominators name, title and sheriff's office or private entity Letters of Recommendation (Sheriff, etc)

Other Award Information

NSA will make arrangements for the award to be presented locally at the awardee's office, a Crime Prevention/Private Security Sub-Committee representative will come to the local county for the presentation.

Contact

Sheriff Mark Wasylyshyn, Wood County, OH at 419.354.9008 or mwasylyshyn@co.wood.oh.us.

News on Door to Door Sales

Courtesy of NESAs

- **BBB Tip of the Week: House Alarm Scam**
12.13.15 - The Spokesman Review - In a con related to house alarms, supposed alarm technicians arrive at homes and claim that they are there to upgrade or update the system. [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **IN: Gary OKs assorted fee, penalty increases**
12.16.15 - Chicago Tribune - Gary residents will still have to pay \$10 if they want a fire alarm permit, and there still will be a \$50 fine that can be charged for setting off a false alarm. Assistant ... [More Info](#)
- **NJ: Cherry Hill Residents Urged to Register Alarm With Police Department**
12.7.15 - Patch.com - Police have responded to over 4,000 alarm activations this year, but haven't always been able to contact homeowners/business owners. [More Info](#)
- **NJ: Peers name MPD Chief and Cedar Grove resident David Sabagh ...**
12.17.15 - NorthJersey.com - Chief Sabagh also implemented a False Alarm Reduction program which increased operational efficiencies and significantly reduced false alarms in the ... [More Info](#)
- **NY: False Alarm Reduction Act effective Jan. 1st**
12.4.15 - Hudson Valley News Network - Ulster Co. Sheriff's office Sheriff Paul J. VanBlarcum announces that Ulster County property owners can now obtain alarm system permits from the Ulster County ... [More Info](#)
- **OH: City dispatch center introduces new digital 911 system**
12.8.15 - Zanesville Times Recorder - Even in the event of an alarm going off during a bank robbery, dispatchers could view a live surveillance feed and transmit an image of a suspect to officers in ... [More Info](#)
- **SC: Columbia City Council OKs stiffer penalties for false fire alarms**
12.16.15 - ColaDaily.com - An ordinance designed to crack down on multiple false security alarms got its first approval from Columbia City Council. Council members unanimously ... [More Info](#)
- **SC: Landlords, homeowners disagree on proposed changes to ...**
12.7.15 - ColaDaily.com - City officials have also proposed a new false security alarm ordinance that would penalize a person up to \$100 for more than two false alarms in a year. It would ... [More Info](#)
- **WI: Pewaukee resident threatens recall over false alarm fees**
12.8.15 - Lake Country Now - Christmas in Wales: 11 a.m.-2 p.m. Dec. 12, Village of Wales, various locations. Enjoy holiday treats, horse-drawn wagon rides, visits with Santa, live music, kids ... [More Info](#)

Industry News

Courtesy of NESAs

- **Alarm Dealers: What is the Ethical Code on Upselling Home ...**
12.7.15 - Security Sales - Trust between alarm dealers and customers is above all else, says SSI columnist ... Some customers will ask alarm dealers for more protection than is needed. [More Info](#)
- **SMS Integration, formerly Smoky Mountain Systems, acquires first branch**
12.7.15 - SSN - Franklin, N.C.—After being in business for 32 years, Smoky Mountain Systems has changed its name to SMS Integration and it acquired its first branch office in Myrtle Beach, S.C.... [More Info](#)
- **My Alarm Center launches new DIY division**
12.8.15 - SSN - Newtown Square, Pa.—My Alarm Center launched LivSecure, a direct-to-consumer company focused on DIY-installed equipment paired with professional monitoring. [More Info](#)
- **ADS Security Implements ASAP to PSAP Alarm Response Program ...**
12.11.15 - Security Sales - ADS Security announces the implementation of the ASAP (Automated Secure Alarm Protocol) to PSAP (Public Service Answering Point) alarm response ... [More Info](#)
- **Guardian Alarm doubles Florida footprint with buy**
12.15.15 - Security Systems News - Southfield, Mich. - Guardian Alarm, a super-regional company based here, has acquired SVI Systems, based in Stuart, Fla., nearly doubling its size in that ... [More Info](#)
- **New 959 Area Code Introduced as 860 is Phased Out for New ...**
12.15.15 - NBC Connecticut - ... 959 as a valid area code, such as automatic dialing equipment, life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, ... [More Info](#)

- **Exclusive: Dallas safety company scoops up Houston company ...**
12.15.15 - Houston Business Journal - The two companies develop safety and communications systems in the health care and education industries, including nurse call, alarm management and ... [More Info](#)
- **Dillard Alarm Company links growth to acquisition**
12.16.15 -Security Systems News - Fredericksburg, Va.—Dillard Alarm Company grew 33 percent in 2015, according to president and CEO Troy Dillard, who linked the growth to service and ... [More Info](#)
- **BluePoint introduces rapid emergency response system for ...**
12.16.15 - SecurityInfoWatch - Similar to a standard “fire alarm,” occupants and patrons can activate a BluePoint pull station and instantly notify police and on-site security of an emergency ... [More Info](#)
- **Guardian doubles Florida footprint**
12.17.15 - Southfield, Mich. - Super-regional Guardian Alarm beefed up its presence in the Sunshine State with a commercial purchase. [More Info](#)
- **How the Vivint Sky security system performed under pressure**
12.18.15 – Computerworld - The Vivint Sky system also uses smoke alarms that are connected to the control panel. In a few cases, I had a false alarm (burnt bacon) and someone called me ... [More Info](#)
- **Security industry to see sustained growth over the next five years**
12.16.15 – SIW - New Memoori report forecasts total security equipment sales to reach \$42B in 2020... [More Info](#)

FARA Mission Statement

It is the mission of the False Alarm Reduction Association (FARA) to provide a forum for local government alarm ordinance professionals to exchange information on successful false alarm reduction programs, to serve as a clearinghouse for agencies seeking to reduce false alarms, and to foster an environment of cooperation among public safety, the alarm industry and the alarm users.

Contact Us

False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
Email: info@faraonline.org
<http://www.faraonline.org>
301-519-9237

Comments and suggestions regarding FARA's InfoLink are both encouraged and welcomed. If you would like to submit an article for publication, or if you have any questions or concerns about this newsletter, please contact us at 301-519-9237, or by e-mail at: info@faraonline.org

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.

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.