



# InfoLink

Information for Public Safety False Alarm Reduction Professionals

## FARA InfoLink December 2017 Edition

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# FARA Training Symposium



*Hotel and Dates are set*

*DoubleTree Suites Seattle Airport  
Southcenter  
Seattle, WA*



*May 1 to 3, 2018- FARA Symposium*

[Download the Symposium Packet](#)

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## Seattle is a world-class city with many wonderful attractions.

The [Seattle Center](#), location of the 1962 World's Fair, has become a premier destination for arts, entertainment and leisure activities. The 74-acre campus is home to [The Experience Music Project](#), [The Chihuly Garden and Glass Museum](#), and [The Space Needle](#).

Downtown Seattle hosts the [Seattle Art Museum](#), [The Seattle Symphony](#), and [Pike Place Market](#).

Historic [Pioneer Square](#) is the destination for the [Seattle Underground Tour](#), and is adjacent to [CenturyLink Stadium](#) and [Safeco Field](#).

More adventuresome travelers might want to take in some of these [points of interest](#).

And, the Seattle.gov weekend calendar has up-to-date information on [events throughout the region](#).

For a more detailed guide of [things to do](#), [places to eat](#), and [personal accommodations](#), go to [VisitSeattle.org](#)

## New TN laws going into effect Jan. 1, 2018

12.21.17 - WRCB-TV

Alarm systems: allows a homeowner to cancel a contract for alarm services for a period longer than two years by giving 30 days' written notice to the alarm systems contractor after the initial two years if the homeowner has to sell the real property due to medical reasons; requires a homeowner to provide the alarm systems contractor with a letter from the homeowner's treating physician verifying the medical reasons that compel the homeowner to sell the property and seek cancellation of the alarm system service contract. [More Info](#)

## Smart-home tech might help older adults live independently longer

12.8.17 – SIW

While seniors want more than the socially stigmatizing "I've fallen and I can't get up" alert pendants that have been around since the 1980s, some smart-home technologies currently available are still too complicated to set up and operate, said Brad Russell, Parks Associates senior research analyst. One major revolution that could reduce that complexity is the introduction of voice-control speakers like Amazon's Alexa-powered Echo, Google Home and Apple's Siri. "Voice will just make it uber-simple for them, and they won't have to learn apps and buttons," Russell said. "They'll just have to ask for what they want."

Retail giant Best Buy has created a special unit, called Assured Living, to evaluate how smart-home technologies can be useful for seniors, or their adult children who are looking for ways to assist and monitor their aging parents. The unit has found older adults are most interested in gadgets like doorbell cameras, smart locks and smart thermostats, but also bed, chair and motion sensors that could send loved ones or caregivers notices for events such as if they slipped on the stairs or in the bathroom, or for significant variances in their daily routines.

According to an email from Assured Living team members, "We've had 'younger' seniors tell us they want to start using this smart technology while they're active, so they become adept with it because they suspect it may be harder for them to adapt 10 or 20 years from now." But the high prices, numerous available options and fear of security breaches are barriers that keep seniors from widely adopting the devices.

Brookdale Senior Living, a Tennessee firm which operates assisted, independent and skilled-nursing services for seniors around the country, has tested devices like the ElliQ robot to see which are most helpful. Brookdale has a program for young tech entrepreneurs to experience how seniors use their devices. "There's a misconception that seniors as a whole are not interested in technologies, but we think that's absolutely false based on our experiences," said Andrew Smith, Brookdale's senior director of innovation and growth strategy. However, Brookdale has found its clients do have a fear of breaking the devices, which causes "a hesitance to explore" how they work, he said. "A lot of these devices aren't built for use by someone who is 80-plus, with limited mobility in their fingers or with macular degeneration," which causes vision loss.

Sardis hasn't been shy about experimenting in his own home, installing an Amazon Echo smart speaker to help control his lights. He also installed a more advanced Echo Show in his 101-year-old mother-in-law's Sacramento home thinking she might want to have the device read aloud some of the books on her Kindle since she suffers from macular degeneration. But Sardis said he hasn't been able to persuade her to say, "Read my book." That's why he believes robots like the ElliQ could help since it's programmed to know more about its owners and, depending on their needs, proactively prompt them to get exercise. "Maybe ElliQ would say, 'Would you like me to read you the book now?'" said Sardis, who became an early tester after learning about the Tel Aviv startup while researching robots. The ElliQ, which is still undergoing testing and won't be available until sometime next year, isn't alone. San Francisco's Catalia Health is developing a robot geared toward helping seniors manage ongoing health conditions like chronic obstructive pulmonary disease, an inflammatory lung disease. The robot, named Mabu, is designed to better connect seniors with their health care providers so that key changes in their conditions get reported daily instead of waiting three to six months for a visit to the doctor, said Catalia CEO Cory Kidd. The robot is designed to speak in a conversational way.

"I'm your new wellness coach, Mabu," the robot said during a recent demonstration. "I'm not a doctor or a nurse, but I'm able to help in certain ways. ... Since the last time we talked, have you been feeling short of breath?" Catalia Health plans to start distributing robots in January to Kaiser Permanente heart patients.

Kidd said he has spent about two decades working on technology for seniors with the "ultimate goal" of helping "someone live at home longer rather than move into a nursing home, assisted living facility or in with relatives." The next step "is figuring out a good way to integrate these into our lives and our homes more easily," he said. And tech for seniors will undoubtedly have an expanding audience, especially as younger generations who will come to expect smart lights and thermostats as a way of life get older, said Brookdale's Andrew Smith. "It's a huge business opportunity, and it's also a universal need," he said. "We'll all experience it." [More Info](#)

## FARA's Believe it or Not

By: Brad Shipp

- **NY: Pizza Pizza! Squirrel Goes Nuts in NJ Little Caesars Restaurant**  
12.15.17 - NBC New York - ... staff and customers look on. "Oh my goodness, I'm dyin'" one woman said, alternately shrieking and laughing as the animal ran past her. An initial call about the squirrel inside Little Caesars on Broadway

in Paterson came in shortly before 10 a.m. Friday. That call also reported a possible burglar alarm activation. Whoops. [More Info](#)

- **TX: Grandma shoves armed robber out of Houston Jewelry store**  
12.24.17 - Houston Chronicle - Memmel said she, colleague Kathye Parker and a male coworker were going through their typical morning opening routine before they saw the men. One person turned off the silent alarm, another slipped inside and the third locked the door behind them all. On Tuesday at about 8:45 a.m., it was Memmel's turn to be last. [More Info](#)
- **VA: Bank robbery etiquette: Using a starter check for your demand note ...**  
12-4-17 - Washington Post - At 10:40 a.m., he went into a BB&T Bank branch in Chesapeake, Va., and passed a note on a blank check which read, "Stay calm do not hit any alarms gimme all the \$\$ no one gets hurt and everyone goes home and no dye packs." But before Harris could get the money, he spotted a police car outside so he scooped up his ... [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](mailto:bradshipp@4yoursolution.com) and we'll put them in the next InfoLink for all to share!

## Public Safety Updates

*Courtesy of NESAs*

- **CO: Police in Colorado city launch voluntary security camera registry program**  
Longmont police see private surveillance systems as an additional crime-fighting resource... [More Info](#)
- **GA: Brookhaven to make security companies pay for false alarms**  
11.29.17 - Reporter Newspapers - 28 an ordinance that will require security companies to pay fines for false alarms rather than making businesses and homeowners pay the fines. The Brookhaven measure follows the city of Sandy Springs taking the same approach earlier this year of targeting security companies rather than homeowners or business owners ... [More Info](#)
- **IL: City of Elgin City Council met December 20.**  
12.20.17 - North Cook News - Resolution Terminating Agreements Between the City of Elgin and the Elgin Area Convention and Visitors Bureau. 12. Ordinance Amending Chapter 6.47 of the Elgin Municipal Code, 1976, as Amended, Entitled "Police Alarm Systems" to Include Additional Regulations for Fire Alarm Systems. 13. Ordinance Establishing a ... [More Info](#)
- **IN: Pendleton ups fees for fire runs**  
12.11.17 - The Herald Bulletin - Under the updated fee schedule, the initial response from those vehicles would cost \$750 with an additional fee of \$450 per hour the vehicles are actively working the fire. The new fees also include an additional fine for responding to a false alarm caused by: improper installation, improper maintenance or a drill or test if the ... [More Info](#)
- **IN: Valparaiso council addressing false alarms**  
12.24.17 - nwitimes.com - Alarm users would receive a written warning from the city after each of the first two violations. Following any additional violations in the same calendar year, alarm users would be subject to penalties. Fines include \$75 on the third false alarm, \$100 on the fourth false alarm, \$125 on the fifth such incident and \$250 for sixth ... [More Info](#)
- **MA: Updated Fire Department fees approved in Seabrook**  
12.19.17 - The Daily News of Newburyport - Several new permit and inspection fees are being applied to fire alarm and sprinkler systems, alternative fire suppression systems, fire alarm system maintenance, life safety, day care inspections, fire investigation reports, false alarms and parking citations. False alarm fees will be charged in a series of four strikes, according ... [More Info](#)
- **NJ: New Princeton Alarm Ordinance Kicks In Jan. 31: Police**  
12.19.17 - Patch.com - Princeton, NJ - The new municipal alarm ordinance takes effect on Jan. ... All burglar and fire alarms must be registered with the police department. Residential and business alarm users can register their alarm systems in person at the Princeton Police Department's Records Department ... [More Info](#)
- **OH: Cleveland Considers Debt Collectors To Curtail Security System ...**  
12.5.17 - ideastream - Cleveland already has laws on the books establishing fines to address the high number of false alarms each year and plans to hire debt collectors to settle bills. According to the Division of Police, there are 25,000 security alarm calls to law enforcement each year, about 98 percent of those turn out to be false alarms. [More Info](#)

- **OR: Repeated false alarms will now bring a \$250 fine in Jackson County, Oregon**  
SDI - New false alarm ordinance set to go into effect Jan. 8. A false alarm from an electronic security system could bring a \$250 fine as Jackson County looks to combat a rising number of unnecessary alerts for law enforcement help. [More Info](#)
- **PA: Monroeville's new alarm protocol changes how emergency calls for ...**  
12.19.17 - WTAE Pittsburgh - It's called Automated Secure Alarm Protocol -- or ASAP -- and it basically cuts out unnecessary phone calls between alarm companies and dispatch centers. Advertisement. Public safety officials say the system will allow for improved accuracy while also reducing response times by up to two minutes. Monroeville is the 32nd ...[More Info](#)
- **PA: Software addition to cut Monroeville's response time when alarms ...**  
12.16.17 - Tribune-Review - Monroeville has purchased software that will eliminate the middleman between a building alarm going off and its dispatchers receiving the news. Police Chief Doug Cole said the automated secure alarm protocol will cut response time in half by sending alarm signals directly to municipal computers. Without the new system, ... [More Info](#)
- **SK: Town council denies request to reduce false fire alarm penalties**  
11.29.17 - theclarion.ca - Town council has once again upheld penalties for false fire alarms after a request to appeal fines. Members of council discussed a recent appeal of fines from two false alarm invoices on Nov. 27 at their regular meeting. The request came from a local hotel business after it experienced two false fire alarms in the same day ... [More Info](#)
- **TN: Answering the Call**  
12.14.17 - Memphis Flyer - The council also hopes to raise emergency response efficiency by cracking down on false alarms. Council members approved a new rule that will require businesses with multiple false alarm incidents to verify there's an emergency before police are dispatched to the scene. This applies to commercial businesses that have ... [More Info](#)
- **TN: Memphis Adopts Verified Response Policy for Commercial False ...**  
12.13.17 - Security Sales & Integration - Memphis, Tenn. - Repeat false-alarm commercial offenders will be required to verify emergencies before police will respond after a Memphis City Council committee voted Tuesday to adopt the new dispatch rule. The city will add businesses to a "verified response" list after six false alarms, Chief Operations Officer Doug ... [More Info](#)
- **TN: Memphis to create repeat false-alarm offender list**  
12.7.17 - SecurityInfoWatch - Dec. 05--A Memphis City Council committee voted Tuesday to require repeat false-alarm offenders to verify emergencies before police respond. The city will add companies to the "verified response" list after six false alarms, said Chief Operations Officer Doug McGowen. He said the city will initially add 34 undisclosed ... [More Info](#)
- **TX: Austin Police Launch Program to Monitor Private Security Cameras**  
11.29.17 - SSI - Austin, Texas - The Austin Police Department (APD) is launching a new program that allows businesses to register their security cameras and allow police access to video feeds. [More Info](#)
- **TX: City changes rules to allow refund of alarm fees for Harvey victims**  
12.14.17 - KTRK-TV - For many, that meant the city charged them 'false alarm' fees for incidents they had no way to avoid. Others were charged fees for alarms that either were never installed or installed shortly before Harvey, but ruined in the storm. Still others wanted to transfer their alarm permits to temporary homes and weren't allowed, under ... [More Info](#)
- **WI: Board takes up committee votes**  
12.13.17 - hngnews.com - 1, Windsor residents and business owners will be required to obtain permits for certain types of alarm systems. Village officials said they adopted the new ordinance to reduce false alarms generated by automatic-response systems. Four types of alarms were identified within the new law, two of which are mandated for ...[More Info](#)

## Industry News

*Courtesy of NESIA*

- **How Nest, I-View Now Integration Fuels Video Verification RMR for ...**  
11.29.17 - Security Sales & Integration - At the foundation of the new offering is the integration of Nest Cam security cameras with I-View Now's alarm video verification platform. The collaboration allows I-View Now to integrate security system signals, video sources, Cloud applications and Internet-connected devices into Nest's Cloud platform. The key benefit here ... [More Info](#)



- **Jefferson Parish woman claims negligence in car crash**  
11.29.17 - The Louisiana Record - Gretna - A Jefferson Parish woman claims that she was injured when a vehicle driven by an employee of an alarm company rear ended her vehicle. Learnette W. Toney filed a suit on Oct. 23 against Technology Insurance Company Inc.; Central Monitoring Inc., doing business as Alarm Protection Services; ... [More Info](#)
- **2017 SSI Residential Market Report Reveals Smart Home Opportunities for Security Dealers**  
11.29.17 - SSI- Consumers are eagerly embracing new home controls technologies and services for energy management, video monitoring, keyless door locks and more. [More Info](#)
- **Monitoring security glass panes: Smart alarm system recognizes ...**  
12.2.17 - Science Daily - Although these detectors reliably trigger an alarm when window panes break, they do not register all other ways in which burglars can interfere with a pane. To counter this, researchers have created a new type of alarm system that recognizes any attempt to manipulate the window. It registers temperature ... [More Info](#)
- **SSN News Poll: New companies in DIY space to change the market**  
12.6.17 - Security Systems News - "Each alarm company must be able to offer various levels of security to meet the growing demand and stay competitive, but what alarm companies should do is present themselves as the local, licensed and informed security company so the end user is not only satisfied financially but has a sense the alarm system is ... [More Info](#)
- **Professional monitoring for Nest Secure systems now available from ...**  
12.5.17 - SecurityInfoWatch - Dallas - MONI Smart Security, a subsidiary of Ascent Capital Group, Inc. is pleased to announce the availability of its professional monitoring for the Nest Secure alarm system, starting today on ... [More Info](#)
- **What's New in Wholesale Central Station Monitoring**  
12.11.17 - SDM - Leading U.S. wholesale central stations update us on their latest technology and business advances. ... [More Info](#)
- **PPVAR looks to update standards, implement new training in 2018**  
12.19.17 - Security Systems News - Fresno, Calif. - The Partnership for Priority Verified Alarm Response is working to release updated best practices on video and audio verified alarms and put out new verification training modules for operators in the coming year. PPVAR recently opened the standards for feedback and is looking to publish the new versions ... [More Info](#)
- **ADT Pulse Now With Video Verification Services for SMB Users**  
12.22.17 - Security Sales & Integration - A multistep alarm verification process, which includes video verification, has the potential to vastly cut down on false alarms and increase police response, according to a press release. Video-enhanced alarm systems can provide police with valuable information during the dispatch process. Visually confirming a human ... [More Info](#)
- **Amazon Key can be hacked, opening your home to theft**  
12.20.17 - Poc Network - Mr. Caudill continues to push for a better solution that doesn't leave homes vulnerable to break-in, since you are expected to disable any alarm system during the delivery window else the Amazon Key system won't work (at least it won't without setting off an alarm). So for now, it seems you really are putting a lot of risk in ... [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

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

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