



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink February 2015 Edition

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You Won't Know What Happens in Vegas Unless You Come to Vegas!

By Alison Turgeon

Learn
Achieve a Certification
Share tips to save you valuable time



Visit the industry's LARGEST trade show
Enjoy what Vegas has to offer
Gain insight from objective sources
Acquire new skills
Schedule yourself to attend now !

DATES: April 14-16, 2015

TRAINING SITE & HOTEL: Flamingo Las Vegas Hotel
(Guaranteed FARA rate up until March 13, 2015)

WHY SHOULD YOU COME:

- Breakfast & lunch included every day
- Learn about FARA Committee's:
 - Symposium & Communications
 - Training & Website
 - Membership
- Valuable Training Sessions:
 - I came here because ... What do I do?
 - How IQ can solve your problems
 - How alarm equipment can cause or solve false alarms
 - Make your REGS rock
 - Are alarms appealing
 - Collections
 - Plain talk

- FARA Jeopardy (What happens in Vegas)
- Hospitality Suite
- CAA PreShow reception
- ISC-West Show
- Public Forum
- Tour of exhibits
- Professional Certification Exam
- Meet some **AMAZING** people and build some lifetime friends and business relationships. Why reinvent the wheel ... reach out to your network contacts you make at the Symposium for help when you need it

ALREADY OVER 40 CONFIRMED ATTENDEE's ... DON'T MISS OUT REGISTER TODAY !

Hotel Rates go up after March 13th

[Click here to download your registration packet that lists the full program of events.](#)

PS: There are more than a few things to occupy your time in Las Vegas in the evenings after the symposium ends each day. **[Click here for more info on dining, shows and events and to download a free visitor guide.](#)**

Training & Certification Committee Update

By Cindy Smith – Committee Member

Do you wonder how you can get more out of your FARA membership? Well FARA is wondering too.... Be on the lookout for a special survey requesting your input on committee membership and getting involved.

While winter is taking a toll in much of the country; many people are considering a vacation to warmer parts of the country. Use the 'Vacation' brochure to remind your citizens how to secure their home while on vacation.

For more information see http://faraonline.org/members-info/training_materials/.



Opinions Wanted!

By Debbie Hansen, Membership Co Chair

As a goal to improve the benefits of membership and retain members, the committee would like to ask all of you for your opinion!! What do you find valuable and worth rejoining the association for? Where can we improve? Please direct all comments to Debbie Hansen at hansend@naperville.il.us. The committee will compile and present to the board along with our recommendations. Thank you in advance for your contributions! The committee values your feedback!



2015 PDQ AWARD - INFORMATION

HOW TO ENTER: Complete the official application form for each jurisdiction, and send or email a pdf with your attachments to:

THE PDQ AWARDS
c/o SIAC
13541 Stanmere Drive
Frisco, TX 75035
Phone: 972-377-9401
or Email information to: stan@siacinc.org
(pdf is the format for all applications)



APPLICATION FORMS: You may download and print official PDQ Application forms at www.siacinc.org, www.faraonline.org or www.securitysales.com.

Applications must be submitted and/or postmarked by March 6, 2015. There is no entry fee. All submission materials become the property of Security Sales & Integration Magazine, and applicants agree that SSI may publish any information contained in the material submitted. All submissions will be judged by representatives of SS&I Magazine, the Security Industry Alarm Coalition (SIAC) and the False Alarm Reduction Association (FARA). Judges decisions are final.

ELIGIBILITY: Each team must consist of an installing company and a monitoring company for electronic security systems located and operating in North America (could be the same company), and a law enforcement representative from the application jurisdiction. If applying as a central station only you must complete the questions contained in the section of the application indicated as "monitoring only". You may submit applications for as many jurisdictions as you wish; limited to one application per jurisdiction per company. Each application must include the official PDQ Application form and all required attachments. *Previous winners are not eligible to re-enter for TWO-YEARS from the award date.*

THE WINNER RECEIVES:

- Custom-made PDQ Award and/or Certificate
- \$1000 check to assist in covering expenses for a representative to attend the 2015 ESX Tradeshow for the formal presentation of the award.
- Article about your achievement and a photo of your company receiving the award published in a subsequent issue of Security Sales & Integration Magazine. RUNNER-UPS are also typically featured with a smaller placement.
- Official press release and listing on the SIAC, FARA, IQ and Security Sales and Integration Web sites.

FARA's Believe it or Not

By: Brad Shipp

- **AR: Police: Man attempted burglary while carrying infant**
1.12.15 – Russellville Courier – Lawrence McCreery did intend to harass, annoy or alarm his former client when he licked the woman, the Intermediate Court of Appeals said in a ruling issued ... [More Info](#)
- **ID: Ghost on camera at Idaho school: Eerie ghost-like image lurks in ...**
1.12.15 -Examiner.com – A ghost trips the alarms at Pocatello High School and it is captured on the schools security cameras. Experts in ghost hunting call the footage coming off ... [More Info](#)
- **MN: Robbery Suspect: Going to Use the Money to Bail Someone Out of Jail**
2.7.15 - WDIO-TV - The teller was able to activate the silent alarm. Multiple police and law enforcement squads rushed to the scene. They were able to track Lamin using a trail of ... [More Info](#)
- **OR: Forest Grove police log: Cat trips burglar alarm, Man allegedly high ...**
1.12.15 – OregonLive.com – Officers responded to a residential burglary alarm and determined the culprit was the family cat. A man reported a dresser outside of his apartment, but it did not ... [More Info](#)
- **PA: Toilet spuds spark false alarm charge in Upper Darby**
2.3.15 - Delaware County Daily Times - At first blush, a tweet by Upper Darby police Sunday might have appeared half-baked: Male summons (apartment) maintenance by pulling fire alarm when they wouldn't respond to requests to unclog his toilet that was loaded with potatoes. [More Info](#)
- **PA: Washing machine sets off alarm in North Hall**
2.11.15 - SRU The Online Rocket - Washing machine sets off alarm in North Hall ... Norton said at first the alarm was at thought to be set off by a dryer, but it was actually set off by an overloaded ... [More Info](#)
- **TX: Firefighters Answering Fire Alarm Discover SNAKES!**
2.6.15 - WOAI.com - It wasn't the house fire that spooked firefighters when they answered an alarm at a northeast side home this morning---it was what was inside the house... [More Info](#)
- **WI: Sunday police log: Potatoes cause fire call**
1.19.15 - Wisconsin Rapids Tribune - •At 5:31 p.m. the Grand Rapids and Biron fire departments responded to a fire alarm. A woman had "burned ... [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!

News on Door to Door Sales

Courtesy of NESAs

- **Man posing as 'Certified Alarm' employee, going door-to-door in ...**
1.24.15 - whnt.com - Sheffield, Ala. - Sheffield Police officers are responding to calls of a door-to-door solicitor. Certified Alarm Co. also sent out an alert on their ... [More Info](#)
- **Knocking doors: What to know before signing up for that summer ...**
1.26.15 - Deseret News - Vivint, a private home security provider (formerly known as APX Alarm Security Solutions) and employer of 2,500 seasonal sales representatives, has also been ... [More Info](#)
- **North Alabama BBB issues alert about door-to-door alarm sales ...**
1.30.15 - whnt.com - A door-to-door alarm company is making the rounds in northwest Huntsville. The Better Business Bureau of North Alabama says the company is called Alarm ... [More Info](#)
- **Home Burglary Prevention Tips**
1.28.15 - SCVNEWS.com - Burglars pose as employees of an alarm company. They knock on your door and say they need to check your alarm system. If you have displayed an alarm ... [More Info](#)
- **7 On Your Side: Competing alarm company gets woman to switch ...**
2.4.15 - abc7news.com - The man at the door said he was from "The Alarm Company" -- the woman figured it was her own. It wasn't until weeks later she realized she was under contract ... [More Info](#)
- **Protect your home from residential burglaries**
2.4.15 - Orange County Breeze - Burglars pose as employees of an alarm company. They knock on your door and say they need to check your alarm system. If you have displayed an alarm sign ... [More Info](#)
- **The Alarm Guys Accused of Duping Vivint Customer to Switch Security Service**
2.5.15 - SSI - A representative for The Alarm Guys allegedly told a California woman that his firm had taken over Vivint, prompting the customer to sign a five-year-contract with his alarm company. [More Info](#)
- **Valley woman faces issues with security alarm system**
2.11.15 - KTNV - For some that means arming your home with an alarm system. But for one local woman, she doesn't feel any more protected. That's when she reached out to ... [More Info](#)
- **Crooks fooling Valley homeowners with fake security system upgrades**
2.21.15 - ABC15 Arizona - "He pointed out it was an older alarm sign and that's why they wanted to come in to see if the phone system worked with my keypad." LeRoux says she knew that ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AB: County tired of false fire alarms**
2.12.15 - Lethbridge Herald - Responding to a false fire alarm costs not only time for volunteer Lethbridge County firefighters, but also takes them away from true emergencies. As a result of ... [More Info](#)
- **AB: False alarm bylaw may soon be coming**
2.3.15 - Innisfail Province - Calls to the Innisfail Fire Department for service nearly doubled last year over 2013 and there is now talk at town hall at considering a new false alarm bylaw. [More Info](#)
- **CA: Richmond police requesting measures to reduce false alarm calls**
1.21.15 - Richmond Standard - The Richmond Police Department is sounding an alarm on the number of false alarm calls it receives from buildings. An estimated 94-percent ... [More Info](#)
- **CT: Cops: Register your home alarm system**
1.13.15 - Darien Times - Home alarm system registration is free and can be completed on the Darien police ... The site also features information on how to prevent false alarms with your ... [More Info](#)
- **CT: Council Moves Ordinance Requests To Committee**
2.19.15 - The Newtown Bee - According to local police commissioners, by reducing the number of false alarm responses, police would have more time to respond to actual problems, ... [More Info](#)
- **FL: Flagler's 911 System Goes Dark For "20 to 30 Minutes" Tuesday as ...**
1.27.15 - FlaglerLive.com - It was used in July 2012 when a fire alarm went off at the Flagler County Emergency Operations Center after a small fire broke out in the flooring, triggering the ... [More Info](#)
- **FL: Melbourne leaders pull plug on annual \$25 alarm fees**
2.11.15 - Florida Today - Tuesday night, the Melbourne City Council eliminated those controversial annual fees by adopting a revised alarm ordinance by 5-0 vote. Mayor Kathy Meehan ... [More Info](#)
- **GA: New fees, policies coming for home alarm systems**
2.6.15 - WXIA-TV - If you have a security alarm system installed at your home, brace yourself. ... To keep up with the increase in security systems and the false alarm calls that come ... [More Info](#)

- **ID: Twin Falls Police Issue Suggestions To Business Owners Following ...**
1.15.15 – KMVT – If you have a silent alarm and can reach it without being noticed, use it. Otherwise, wait until the robber leaves. – Be careful, most robbers are just as nervous as ... [More Info](#)
- **IN: Businesses asked to update after hours contacts for 911 Dispatch**
2.16.15 - The Banner-Graphic - A recent alarm call at a local business has officials at Putnam County 911 Dispatch asking businesses to update their after hours contacts. During the call in ... [More Info](#)
- **IN: Carbon monoxide alarms mandatory for some new homes**
1.13.15 – Shelbynews – The International Residential Code also requires existing homes meeting those criteria to install a carbon monoxide alarm when a permit is required for work on ... [More Info](#)
- **IN: Lafayette police could start fining for false alarms**
2.3.15 - WRTV Indianapolis - Lafayette, Ind. (AP) - Lafayette police could soon dust off the city's false-alarm ordinance and start fining repeat offenders. Police Lt. Brian Gossard says 99.5 ... [More Info](#)
- **LA: LPD cracking down on false alarms**
1.28.15 - Journal and Courier - That means nearly 99.5 percent of such calls in 2014 were false alarms, a fact the Lafayette Police Department's new Crime Prevention Unit aims to change. [More Info](#)
- **MA: Stoneham Police Hoping to Reduce Number of False Burglar Alarms**
1.16.15 -Patch.com – One of the frequent calls for service that the Stoneham Police Department responds to involves burglar alarm activations from homes and businesses. In most ... [More Info](#)
- **MD: Baltimore Businesses Allow Police to Access Private Security Systems**
2.9.15 – CBS Baltimore - Baltimore businesses are allowing police to access their private security systems in Maryland. [More Info](#)
- **MI: Detroit Exploring Surveillance Camera Network for Police Use**
2.11.15 - MLive - During his State of the City speech, Detroit Mayor Mike Duggan touched on the possibility of creating an expanded video surveillance system by merging both private and public camera feeds. [Read More](#) More Info
- **MI: False alarms carry fees in Farmington Hills**
1.22.15 - Hometownlife.com - It might not seem like a big deal to a resident or business when an alarm system goes off — and there's no apparent criminal activity. That's a likely a reason to cheer, but what many don't know is that false or not, Farmington Hills police must respond and that ... [More Info](#)
- **MN: At the Eagan outlet mall, shoplifting and alarms are keeping police ...**
1.22.15 - Rick Kupchella's BringMeTheNews - The Eagan police department has been stretched thin since the Twin Cities Premium Outlets opened over the summer. They've responded to a total of 630 calls ... [More Info](#)
- **NC: Chapel Hill ordinance lowers accidental alarms**
1.27.15 - The Daily Tar Heel - "The majority of police alarms are actions people take — taking too long to put in the code or a ... For 10 or more alarms, residents are fined \$500 for each alarm. [More Info](#)
- **NC: False alarm calls still plaguing Greensboro police**
1.21.15 - myfox8.com - Greensboro, N.C. - The Greensboro Police Department says false alarm calls are tying up its resources and even with tougher penalties that took effect in ... [More Info](#)
- **NJ: Cranford Police upgrade alarm monitoring system**
1.15.15 – NJ.com – Included in the new alarm monitoring system are two modern Bosch alarm signal receivers and advanced security software that allows police dispatchers to ... [More Info](#)
- **ON: Brantford to fine companies for false alarms**
2.13.14 - Brantford Expositor - A false alarm reduction bylaw, passed Wednesday by the Brantford Police Services Board, will establish a system for registration of security alarm systems and ... [More Info](#)
- **ON: Councillors support enhanced fee system for...**
2.13.14 - www.insideottawavalley.com/ - A third permit bylaw would address fire alarm systems. Every owner of a fire alarm system would be asked to pay a \$10 annual fee for a permit, which would ... [More Info](#)
- **ON: Repeated false alarms still a concern in West Perth**
1.20.15 - Mitchell Advocate - The board and the municipality have discussed the issue in recent years, after several reoccurring incidents of false alarms among both residents and ... [More Info](#)
- **PA: Jeannette, Pa. plans to adopt false alarm fine ordinance**
1.22.15 – SecurityInfoWatch - Jan. 15 - Four or more false alarms requiring a response by Jeannette police or firefighters could soon result in fines. City council approved on Wednesday the ... [More Info](#)
- **PA: Oxford council seeks funds for parking garage study**
2.10.15 - Daily Local News - Permits for an alarm system are \$30, with a \$10 renewal fee. In other business, 16-year-old Boy Scout Garland Hamilton has asked to do his Eagle Scout project ... [More Info](#)
- **SK: Recent fires raising smoke alarm questions**
1.15.15 – Regina Leader-Post – REGINA — Recent fires in Regina causing death and serious damage have prompted questions about the rules and regulations surrounding smoke alarms ... [More Info](#)

- **TN: Trenton Police use technology to catch burglars in the act**
1.24.15 - WBBJ-TV - Trenton, TN. - West Tennessee officers are catching burglars in the act all thanks to silent but effective technology. It is as easy as turning a key to an alarm ... [More Info](#)
- **TX: DeSoto City Council approves application for \$80K grant for victims ...**
2.18.15 - Dallas Morning News - An ordinance requiring an annual registration for alarm companies was passed by a 6-1 vote. The ordinance also includes a \$500 penalty fee to alarm ... [More Info](#)
- **TX: Garcia: Body camera pilot program will lead to more transparency**
1.19.15 - Your Houston News - Since 1991, Harris County has required that all residential and commercial alarm systems in the unincorporated areas of the county be registered with the ... [More Info](#)
- **TX: La Vernia council reappoints planning, zoning members**
1.14.15 - Wilson County News - La Vernia police Chief Bruce Ritchey outlines issues the city experiences with false burglar alarms installed within the city limits to Mayor ... [More Info](#)
- **TX: Lubbock Police Say Out of Thousands, Only 144 Alarm Calls Were ...**
1.22.15 - EverythingLubbock.com - Lubbock, TX - The City of Lubbock enacted an alarm ordinance in 2001 that requires a property owner to obtain an alarm permit once ... [More Info](#)

Industry News

Courtesy of NESAs

- **157 years ago today, the burglar alarm was born in Boston**
2.21.15 - BetaBoston - As electrical alarms goes, this was as simple as one can get — less today's iPhone-integrated smart alarm and more of a burglar telegraph ... [More Info](#)
- **Removal of 2G networks could cause alarm systems to fail**
1.13.15 - KIRO Seattle - The removal of 2G networks by companies like AT&T and Verizon may cause many wireless alarm systems to fail without warning. [More Info](#)
- **Can You Get Sued for a System That's 'Too Loud'?**
1.19.15 - CEPro - Due to a wise contract stipulation, ADT successfully fends off a lawsuit claiming its alarm sirens caused hearing damage. But can you face a similar lawsuit for an ... [More Info](#)
- **Per Mar supervisor provides sense of security all night long**
1.30.15 - Quad-Cities Online - Overseeing security footage and responding to alarms from across the Midwest may sound intimidating to some, but for Toi Owens, of Davenport, it's a matter of ... [More Info](#)
- **FBI Releases Preliminary Semiannual Crime Statistics for 2014**
1.29.15 - SIA - Statistics released in the FBI Preliminary Semiannual Uniform Crime Report reveal overall declines in both the number of violent crimes and the number of property crimes reported for the first six months of 2014 when compared with figures for the first six months of 2013. [More Info](#)
- **FTC Warns Internet of Things Brimming with Security Concerns**
1.28.15 - RTC - A government report warns the risks involved with the rise of the Internet of Things are growing rapidly and might warrant new rules. [More Info](#)
- **U.S. Cellular gets into security**
1.26.15 - SSN - Chicago - U.S. Cellular, the newest telecom player to enter the security space, has launched OnLook Digital System, a self-installed security and home automation system. [More Info](#)
- **'Internet of Things' to reshape the security industry**
2.5.15 - Security Info Watch - New report from Memoori finds that shift to all IP-based systems will redefine current industry business models. [More Info](#)
- **Fluent Home Opens New Sales Office in Utah, Aims for Nationwide Reach**
2.4.15 - SSI - The summer sales model company was previously branded as Titan Alarm in Canada and Stryke Alarm in the U.S. SSI Staff - February 04, 2015The summer sales model company was previously branded as Titan Alarm in Canada and Stryke Alarm in the U.S. [More Info](#)
- **Telecom players embrace home security services**
2.7.15 - Indianapolis Business Journal - said Louis Fiore, CEO and executive vice president at the Central Station Alarm Association International, a Virginia-based trade group. "Now they can do a ... [More Info](#)
- **Home Security Systems Aren't Secure, HP Claims**
2.10.15 - Eweek - A Hewlett-Packard study reveals that Internet of things home security systems might be exposing users to risk. [More Info](#)
- **NFPA 72 and 720 code changes**
2.11.15 - Consulting-Specifying Engineer - Effective January 2014, NFPA 72: National Fire Alarm and Signaling Code mandates that audible alarms in sleeping rooms must produce a low-frequency (520 ... [More Info](#)
- **Time Warner Cable Starts Selling IntelligentHome DIY Home Automation at Best Buy**
2.18.15 - EHDaily - Several service providers are making it easy to have the smart home system you've always wanted. One of those options is Time Warner Cable's IntelligentHome. [More Info](#)

- **AT&T's 'seamless hub' strategy**
2.18.15 - SSN - Atlanta - AT&T's Kevin Petersen tells Security Systems News how its plan to become a central, seamless hub that integrates a variety of systems into its Digital Life platform is coming along. [More Info](#)
- **ASG buys Fleenor Security: How the two complement each other**
2.18.15 - SSN - Beltsville, Md. - Joe Nuccio and Ralph Masino of ASG Security talk about what the super-regional brings to recently acquired Fleenor Security, a Knoxville, Tenn.-based full-service security company. And Mike Fleenor talks about what Fleenor brings to ASG. [More Info](#)
- **Vivint boss goes undercover**
2.18.15 - SSN - Provo, Utah - Find out how Vivint CEO Todd Pedersen's incognito stint on "Undercover Boss" prompted him to make some tweaks in his business. [More Info](#)
- **Adventures in home security system repairs**
2.18.15 - Dallas Morning News - Thinking about former (and beloved) colleague Rod Dreher today as I sit here at home waiting for the Monitronics alarm tech to arrive. Longtime blog readers ... [More Info](#)
- **7 On Your Side examines weaknesses in home security systems ...**
2.19.15 - abc7news.com - 7 On Your Side spoke with a hacker who tested 16 smart security systems, connected smoke alarms and thermostats and he found weaknesses in every single ... [More Info](#)
- **Better Business Bureau Utah 2014 year in review, most complaints ...**
2.20.15 - The Independent | SUindependent.com - The Better Business Bureau Utah has released their 2014 statistics. Below is the 2014 year in review for complaints and inquiries. Burglar Alarm Companies ... [More Info](#)
- **New NFPA fact sheet shows a change in where home smoking material fires start**
11.20.14 - NFPA - A new NFPA fact sheet shows how the leading areas of origin in home structure fires have changed over time. Only 1% of home smoking material fires started on the exterior balcony or open porch and less than 1% started in a courtyard, terrace or patio in 1980-1984, compared to 14% and 6% in these areas, respectively, in 2007-2011. [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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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.

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