



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink

March, 2012

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What is the FARA Forum?

Traditionally, a forum is a place to express views publicly. In the dark ages of the last century, the common man had to rely on newspapers to make their opinions known. In the computer age, a better way has been created. Today, forums are Internet discussion groups for those with common interests. The **FARA Forum** is a place for FARA members to discuss false alarm reduction and more. The Forums will be viewable by anyone with access to the internet, but only members will be able to **post** (add comments) to the Forum. Go to <http://faraonline.org/fara-forums/> to visit the forum.

What's in it for you?

The FARA Forum is a place to get answers to burning questions or a place to connect with others who understand what you do on a daily basis. Before, if a FARA member had a question, they could call on another member or ask Brad to send a question out to the membership. Now, members will be able to post the question to the forum and start receiving answers immediately. The Forum will be whatever the membership makes it. Take a moment today, to stop by and start the conversation!

Tips to keep in mind:

- Keep the posting professional.
- The Forum will be moderated meaning that offensive or inappropriate posts will be removed.
- All posts will be searchable by internet search engines such as Google or Yahoo, and this may generate traffic to the FARA website. However, this means that everyone that posts is an ambassador of FARA to the public at large.

You will need to Login to visit the forum!

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

News about the Albuquerque for the FARA Training Symposium!!

By: Brad Shipp, FARA



- **FARA welcomes NESAs Board to FARA Symposium**
The Board of Directors for the National Electronic Systems Alliance will hold its meeting right after the FARA meeting on Thursday afternoon and Friday Morning. NESAs will also be inviting leaders from state associations to attend their meeting as well as the FARA Meetings.
- **Security Sales and Integration Magazine Editor Joins Presenters**
Security Sales and Integration Magazine Editor Scott Goldfine will present a session titled "What We Got Here is Failure To Communicate". Does John Q public really understand what you wrote? Learn some tricks to get the message across, Scott will also give an overview on the *2011 Law Enforcement Security Industry Study* that was aimed at truly understanding law enforcement's perceptions and expectations of the security industry, and how both sides can best work together in partnership to minimize false dispatches, deter crime and make more apprehensions.
- **William C. Stanley, Captain - Houston Police Department Emergency Communications Division joins panel on What are Those Computers Talking About?**
Capt. Stanley will share firsthand experience on how the automated data exchange interface program provides for the electronic dispatch to alarm activations. Allowing monitoring companies and PSAPs to communicate alarm events and status updates electronically should reduce human error and improve efficiency. Explore how it has really worked in Virginia and Texas.

We are ready! The classes have been set. The instructors and moderators have been selected. We only need you to show up for this excellent training. So, finalize your plans for the Albuquerque symposium. Where's the place to be for the dates of May 1, 2 & 3? Albuquerque, New Mexico!

You may visit www.itsatrip.org to view what's happening in Albuquerque during the symposium dates. This is a great website for visitors to search out activities and events in Albuquerque.

Time is running out for you to apply for FARA Institute Reimbursement funds. The FARA Institute allowed 49 public safety members to attend the FARA Training Symposiums in 2010 and 2011 by funding some of their travel expenses. So, it's time to submit your request for permission to attend this awesome training opportunity; then complete the reimbursement application and return it as soon as possible. Institute funds are limited and are awarded on a first-come, first-served basis. Don't procrastinate, or you will only be hearing about the great training other FARA member received.

The Conference Committee is busy planning the 2013 symposium in Orlando, Florida. We need your suggestions as to what training or events would help make this a great symposium. Please submit your ideas/suggestions for 2013 to any Conference Committee member for consideration.

COME TO ALBUQUERQUE!!!

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

FARA's Training & Certification Committee Wants **YOU**



To become a **Certified Alarm Manager**

Taking the certification exam is easy if you follow these steps:

1. Gather the materials
2. Read the materials
3. Organize the materials
4. Take the exam

**The committee will be with you every step of the way.
Make the decision now to join us on this journey!**

Certification Exam Prep

Brought to you by the Training & Certification Committee

Step 3- This month, your assignment is to:

1. **Gather and read the following materials from the FARA website.** (Be sure to print or save them to your zip drive).

Manuals

- ☐ A Consumer Guide to Purchasing a Burglar Alarm System
- ☐ Alarm Management Software
- ☐ False Alarm Reduction Strategies White Paper
- ☐ FARA Acronyms and Terms Glossary
- ☐ False Alarm Reduction Unit Job Descriptions
- ☐ FARA-NESA Alarm Equipment Guide
- ☐ False Alarm Software – What You Should Know
- ☐ Grant Writing
- ☐ How to Create an Alarm User Awareness School
- ☐ How to Calculate Statistics
- ☐ How to Create the Most Effective Annual Report
- ☐ How to Create Regional Meetings
- ☐ How to Develop and Implement a False Alarm Reduction Program
- ☐ Model for Electronic Filing of Alarm System Registrations
- ☐ Proactive Alarm Industry Customer Service –A Law Enforcement Perspective

2. **Find the publications that match the points in objectives 4 and 6 and place them into your organization system.** Continue matching the publications you have read to the objective they best match. Keep in mind that some publications will meet more than one objective. The objectives may be found on the FARA website here <http://faraonline.org/files/2012/01/Exam-Objectives-by-Topic.pdf>
3. **Finish any previous assignments.** This is the month to get caught up if you didn't complete any tasks in steps 1 and 2.
4. **Read the Rules for Applicants taking the Certification Exam** if you haven't already done so. The rules may be found here: <http://faraonline.org/members-2/certification/>
5. **Continue organizing the materials.** Make sure that your organization system is working for you. If not, figure out the changes needed to make it work.

****If you missed Steps 1 & 2, they may be found in the January and February 2012 editions of the FARA InfoLink on the website at <http://faraonline.org/members-2/newsletters/>**



You can do this!

CAM Spotlight – Natasha Pitts

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

The Training & Certification continued their efforts to create awareness for the Certified Manager Program. In this spirit, we bring you another CAM Spotlight. This edition, the spotlight falls on none other than Natasha Pitts of the City of Spartanburg S.C. Read on to learn about Natasha!



1. Current Position

I am the Alarm Coordinator for the City of Spartanburg in Spartanburg, SC.

2. Hobbies or Interests

I enjoy traveling, shopping, reading, Zumba, event planning and selling Lia Sophia jewelry.

3. 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 2005. I started off participating on the Conference Committee. As of now, I am the current Past President, the Chair of the Awards Committee and sit on the Conference Committee. The success of my program is solely based on the relationships and information that I received from committee members and the training symposium. Without the advice and expertise from Norma Beaubien, I don't know where I would be.

4. When you did you first obtain your certification?

I received my certification in May 2006 at the Symposium in San Francisco.

5. What made you decide to take the exam?

I was new in the position and I wanted to take the exam for me, it wasn't required by the organization. I wanted my community to know that I was experienced and knowledgeable about the subject matter. It gave me the confidence and assurance that I needed when tasked with training on proper alarm usage and how to prevent false alarms.

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

My agency was thrilled about the accomplishment. It represented a sense of honor, knowledge and value to our mission of reducing false alarms. It allowed me the opportunity to take a more proactive step in reducing false alarms instead of a reactive step. The certification allowed our program to be a role model for other agencies.

7. 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?

The certification has given me more credibility with the alarm industry and alarm users. They have realized that I am serious and knowledgeable about my job. They value my knowledge and expertise and will call with different alarm situations. I started receiving invitations to several events within the alarm industry just to meet and greet fellow dealers, new installers and alarm company personnel. I have realized that building relationships in this position will take you along way. It has also strengthened my relationship with the public safety officers and firefighters. They realize that I am serious about my job instead and just being here waiting for time to pass. The certification has increased my self-confidence. I no longer sit back and wait for problems to be resolved. Instead, I am at the forefront with suggestions and ideas to expedite the process. The letters behind my name (CAM) has even sparked interest with other alarm administrators.

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

Certification gives you credibility in the industry especially when you are a civilian employee. Attaining the certification should give individuals a sense of confidence and bragging rights. We have to look at this certification just like a BA or MBA. The CAM certification lets the world know that you are knowledgeable about your job and that you are serious. As Stacey stated before: "Certification status is a testament of your capacity for career based knowledge." Without it, no one will ever know your worth or your knowledge.

9. Where is your certificate now?

It is sitting on file book shelf, but will be relocated to the wall in the near future.

News from the Mid-Atlantic Chapter of FARA

By Eileen P. Skidmore

The Mid-Atlantic Chapter of FARA will hold its second quarterly meeting on March 21, 2012 at the Montgomery County Police Department in Rockville, Maryland. Don't miss this great opportunity to meet your colleagues and representatives from the alarm industry. Please let Sherry Herd, Secretary, know if you plan on attending, as a list of attendees is required by the hosting agency. She can be reached at: herds@charlescounty.org Also, a fun lunch is planned afterwards at **Bugaboo Creek** <http://www.bugaboocreek.com/>

Updated information will be provided from public safety members who are finalizing and updating their false alarm ordinances. Additionally, there will be discussion on self-installed/self-monitored security systems, as well as an open forum.

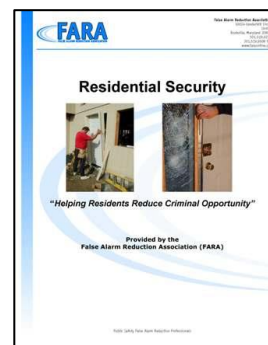
Most importantly elections will be held for three board positions: Secretary, Director (Public Safety) and Associate Director (industry). It's not too late to self-nominate. These positions do not have a big time commitment. The Chapter only meets four times a year (that's 4 days out of 365). All you need is the willingness to support your Mid-Atlantic Chapter. There has been a core group of dedicated volunteers since the Chapter formed in May 2008. Challenge yourself to get more involved – become a Board Member! Send nominations to Shellie Reid, Chapter President, at shellie.reid@loudoun.gov

Featured Manual - Residential Security

By Brad Shipp, FARA

The length of time a burglar spends attempting to get into your home is proportional to the probability of detection. The chance of being seen and possibly identified is the burglar's biggest fear. Most burglars allow themselves one to two minutes to get into a home. Beyond that, the risk of detection becomes too great. A good security strategy slows burglars and extends them past their self-imposed time limits.

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.



Police Dispatch Quality (PDQ) Award Entry Deadline Extended to March 30

Gerry Miller, Peel Regional Police

As the President of the False Alarm Reduction Association (FARA), I encourage you to publicize the Police Dispatch Quality (PDQ) award to any local security company in your area that you believe has done an exceptional job of working with you to reduce false alarms. We have been integrally involved in this award for seven years, and I would like us to promote submissions at the local level.

You can help by contacting a local alarm company that actively works with you to reduce unnecessary alarm calls for service. Please refer your contact to this attached Web site, <http://www.siacinc.org/PDQAwards.aspx>, and they will find information on how to apply.

This award is designed to reduce unnecessary false alarm dispatches to police services. FARA strongly supports this effort. The PDQ award encourages business activities that help protect our communities, improve relationships between law enforcement and alarm companies, and help us use our resources more effectively, by minimizing these calls.

Entries are due March 30, 2012. [More Info](#)

ASAP to PSAP: Alarm Monitoring Companies Lining Up

2.28.12 - [Bill Hobgood](#) in APCO Public Safety Communications



New CSAA Message Broker to Facilitate Connectivity of Hundreds of Alarm Monitoring Companies. A new Message Broker server managed by the Central Station Alarm Association (CSAA) will become operational soon. The Message Broker is a combination of hardware and software intended to perform a middleware function between Nlets and the alarm monitoring companies that want to take advantage of the Automated Secure Alarm Protocol (ASAP). The Message Broker will perform error checking and ensure that transmissions from the alarm monitoring companies are properly formatted before sending the message to Nlets for subsequent forwarding to the appropriate state control point and ASAP-participating PSAP. Conceivably, 75-150 alarm monitoring companies (including ADT) could become operational with the ASAP program over the course of the next few months. Hundreds more are likely to sign up over the next 2-5 years.

For the PSAPs already using ASAP, the thought of more alarm monitoring companies coming on board is welcome news. These PSAPs know very well the benefits of using ASAP to receive alarm notifications. Getting more alarm companies on board with ASAP cannot come too soon for these PSAPs. Some localities have been very clear in making it known in advance of their ASAP implementation that all alarm notifications to their PSAP will be required via ASAP and not via telephone.

Alarm monitoring automation providers given Message Broker specification

Most alarm monitoring companies use an automation product from one of the half dozen major automation providers. One automation provider has successfully tested its interface product with the Message Broker and the city of Richmond's PSAP. During the month of February, the remaining automation providers are being given the specification to develop their interface product with the Message Broker by the CSAA/APCO Technical Committee. Because ASAP is an American National Standard, automation providers need only develop their product once but can market the product unlimited to their customers: the alarm monitoring companies. The specification also includes updates to the technical schema and new fields. Included is the alarm confirmation link discussed in past articles that will eventually allow PSAPs and field resources to see the same video that the alarm company operator can see to verify an actual alarm event.

New schema available for computer-aided dispatch providers

CAD providers must develop an interface to process messages bi-directionally between the CAD system and the alarm monitoring companies using the ASAP schema, but have no need to develop an interface solution to communicate directly with the Message Broker. The CAD providers simply facilitate communications between the CAD system and the state control point. Most CAD providers already know how to do this through existing interfaces to the state networks. The CAD providers must keep track of which message switch is used by each state and the protocol required to communicate to each state control point.

Roughly two-thirds of the state control points have programmed their switches to allow the ASAP traffic to pass by adding the ALQ and ALR message keys. All ASAP traffic originating from alarm monitoring companies carries an ALQ message key whereas the ASAP traffic originating from the CAD system contains an ALR message key. CAD providers that already have an ASAP interface solution should conform to the 3.3 schema as-soon-as-possible.

In contrast to roughly a dozen or more tier one CAD companies and eight times as many tier two CAD companies, the number of CAD providers with a solution available today is two. Three other CAD providers are actively testing their ASAP interface product which should be operational within the next 30 – 60 days in Arizona and Virginia. A sixth CAD provider is actively developing their product. Each of these CAD providers is a tier one CAD company. Other CAD providers, tier one and tier two companies, have been provided information about the ASAP program but have not developed an ASAP interface product yet.

What PSAPs can do

When some CAD providers were asked why they have not developed an ASAP interface product, many replied that none of their customers have requested it. When PSAPs were asked why they had not embarked down the ASAP path, several mentioned that they didn't think that their CAD provider offered the interface and the PSAP was waiting to be contacted by their CAD provider when a solution became available. Other PSAPs, understandably, were planning to upgrade or change their CAD system in the near future and do plan to take advantage of ASAP when the time is right.

PSAPs that have an interest in the ASAP program should do two things: (1) contact their CAD provider account manager and make it known that the agency has an interest in the PSAP program, and (2) contact the author to be added to the list of 100+ agencies that have already expressed interest in ASAP.

Pilot PSAPs needed

Because approximately two-thirds of the state control points have programmed their switches to accommodate ASAP traffic, volunteer PSAPs are needed to conduct ASAP testing with the state control point and one alarm monitoring company. An immediate need exists for PSAPs to volunteer in California, Colorado, and Oregon to be pilot sites. A less urgent but important need exists for volunteer PSAPs throughout the rest of the U.S. Interested PSAPs should write to the author.

About the Author

Bill Hobgood is a project manager for the city of Richmond's DIT Public Safety Team, with 40 years of experience in public safety. He is also a project coordinator for APCO's Comm Center & 9-1-1 Services Department and a subject matter expert on the ASAP project. Contact Bill via e-mail. hobgoodb@apcointl.org

[For more Info](#)

Job Opening in Montgomery County, Maryland

By: Norma Beaubien, Director, False Alarm Reduction Section

The False Alarm Reduction Section of the Montgomery County Police Department is seeking a qualified individual to fill their Program Specialist 1 position. The employee will be responsible for supporting the day-to-day operations of the False Alarm Reduction Section. Duties include handling the licensing of alarm businesses including coordination with the Maryland State Police; reconciliation and deposit of all monies collected on a daily basis; generation and mailing of all invoices and other notices to alarm users and alarm businesses; extensive interaction in writing, on the phone and in person with alarm users, alarm businesses and patrol officers in handling the "Major Offender" project; investigate appeals from alarm users regarding the false determination of alarm signals and performing other related duties as required.

This position is open to interested and qualified individuals both inside and outside county government. The salary range, required experience and preferred criteria are listed in the job posting. Please be sure to address *all* preferred criteria in your resume. If you are interested in applying for the position, please follow the instructions below. **The job closes on or about March 22, 2012,** so please do not delay. If you know of anyone who might be interested, please feel free to forward this notice to them.

Instructions to Access Job Advertisement/Apply for Position:

1. Log onto www.montgomerycountymd.gov
2. Select "Departments" and then "Human Resources"

3. Within that page, select "Careers" and then "Search Jobs"
4. That takes you to the "Home" page where you can register. You will have to register with Montgomery County in order to submit a resume.
5. If you just want to look at the job ad, click on the "Search Jobs" tab.
6. The entire application process is handled on-line - no paper copies are accepted.
7. Please be sure that you give specific information covering all of the preferred criteria.

Thank you for your interest!

CryWolf Hosted Reception at the FARA Conference



All FARA Conference attendees are invited to come by the CryWolf reception on Monday, April 30 from 6:00-7:00pm at the Elegante Hotel. In addition to enjoying some light refreshments and networking with FARA attendees, we will be available to talk with you and provide demonstrations of CryWolf false alarm management solutions.

Note to CryWolf clients: The CryWolf Users Conference will be held on Monday, April 30 from 1-5pm at the MGM Elegante Hotel. For more information please contact jschommer@publicsafetycorp.com

Note: FARA prints announcements from Members on request

Joke of the Month

The following Police Comments were taken from actual police car videos around the country.

"Warning! You want a warning? O. K., I'm warning you not to do that again or I'll give you another ticket."

"The answer to this last question will determine whether you are drunk or not. Was Mickey Mouse a cat or a dog?"

"Fair? You want me to be fair? Listen, fair is a place where you go to ride on rides, eat cotton candy, and corn dogs and step in monkey poo."

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

News on Door to Door Sales

Courtesy of NESAs

- **Home alarm co. agrees to pay over sales tactics**
3.9.12 - Legal News Line - Florida Attorney General Pam Bondi has announced an agreement with a Utah-based home alarm company to resolve allegations of questionable ... [More Info](#)
- **IA: Police warn residents about new scam**
3.8.12 - DesMoinesRegister.com - Des Moines, IA - People across the metro have reportedly told police they received calls from people claiming to be selling alarm systems or installing new windows. [More Info](#)
- **IA: Waukee Police Warn of Free Alarm System Scam**
3.8.12 - Patch.com - Waukee, IA - The Waukee Police Department has issued an advisory regarding callers offering free alarm systems to residents if they put a sign in their yard ... [More Info](#)
- **NY: Letter: Be Wary of Door-to-Door Solicitors**
2.13.12 - Patch.com - Commack, NY - Are there alarm stickers or a sign visible? ... Is there an alarm keypad visible - so the thief can look in the decorative door glass later to see if it's ... [More Info](#)

- **OH: Fake Alarm System Letters Filtering Through Bath Township**
2.21.12 - Patch.com - Bath, OH - Two Lake Point Drive homeowners received fake letters from ADT Alarm Systems within a week of each other, according to Bath police. [More Info](#)
- **TX: With no arrests yet, Leander residents remain fearful after home ...**
2.21.12 - Austin American-Statesman – Leander, TX - "It alarms people that salesmen are going around the neighborhood at ... "We've had salesmen coming to people's doors wanting to sell people alarm systems. [More Info](#)
- **UT: Scams continue to target Utah consumers in 2012**
3.5.12 - St. George Daily Spectrum - Alarm Systems: Alarm systems are often sold door-to-door with aggressive sales tactics. In many instances, the company sells a new service as if it were an ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **Silent calls haunt 911 dispatchers: Prank or tragedy?**
2.14.12 - New York Times - "Afterwards, when you realize, 'I was listening to something horrific and I couldn't do anything,' that's when the emotions kick in," retired dispatcher says ... [More Info](#)
- **AR: Leachville Council passes ordinances**
2.21.12 - Northeast Arkansas Town Crier - Leachville, AR - The council declared an emergency and passed Alarm System Regulations Ordinance 2012-2 ... The ordinance defines a legal alarm system, false alarm penalties ... [More Info](#)
- **AZ: Goodyear revising alarm-system rule**
Tucson Citizen - Arizona Republic News - Goodyear, AZ - Too many false burglar alarms has Goodyear implementing changes that will rid residents of city applications and ... [More Info](#)
- **AZ: Mesa cracking down on false home security alarms**
2.21.12 - KTAR.com - Mesa, AZ - Right now, police can only hand out false alarm fines to homeowners with an alarm permit. The city council will likely vote next week to make the rules ... [More Info](#)
- **AZ: New Tucson permit fee for alarm users divides industry**
3.7.12 - Security Systems News - Tucson, AZ - The City Council approved a revised alarm ordinance on Feb. 28 that allows end users to opt out of paying a new \$20 registration fee. Why are some alarm companies calling the provision a "sham," while others in the industry support it? [More Info](#)
- **AZ: Tucson passes new alarm ordinance**
2.29.12 - KVOA Tucson News - Tucson, AZ - People were fired about the city's proposed alarm ordinance. The council approved it five to two after a long, public hearing. Supporters said extra fees ... [More Info](#)
- **CA: Moraga's "False Alarm Fee" Chafes Residents; False Alarms Chafe Police**
2.17.12 - Patch.com - Moraga, CA - The Town of Moraga charges a fee for residents whose alarm systems malfunction -- drawing police away from other calls. Some residents don't like getting ... [More Info](#)
- **CA: Police Response to False Alarms**
3.1.12 - Dutras Paper - Los Banos, CA - Police responses to false burglar alarms consume a fair share of an officer's time and take valuable time from 911-dispatch staff. In 2011, Los Banos Police ... [More Info](#)
- **FL: Cape Coral rule helps cut false alarms**
2.13.12 - The News-Press - Cape Coral, FL - Cape Coral's seven-year crackdown on those violating the city's security alarm ordinance not only has reduced the number of false alarm calls, ... [More Info](#)
- **IN: Gary police looking at enforcing alarm ordinance**
3.11.12 - Post-Tribune - Gary, IN - In January 2003, the council passed the ordinance that would require inspections of residential and commercial alarms and fines when they activate too often ... [More Info](#)
- **IN: Indiana county ends alarm registration, implements false alarm fees**
2.28.12 - Security Info Watch - Vigo County removes country alarm system permit requirement, increases false alarm fees ... [More Info](#)
- **KS: City says increased false alarm fees appear to be working**
2.27.12 - Shawnee Dispatch - Shawnee, KS - Shawnee has seen a decrease in false alarm calls, a result the city attributes to its recent fee increases for such false alarms. [More Info](#)
- **KY: Multiple false alarms will draw fine; fireworks limitation coming**
3.1.12 - Richmond Register - Richmond, KY - Poorly maintained fire and burglar alarms that send more than three false alerts to the fire or police ... [More Info](#)
- **ME: City fire department considers increase in fire alarm fees**
2.15.12 - Seacoastonline.com - Portsmouth, ME - Fire officials are considering an increase in the annual fire alarm fee for building owners. Fire Chief Chris LeClaire said ... [More Info](#)

- **ME: Oxford County Sheriff's Office bogged down by false alarms**
2.28.12 - Bangor Daily News - Sun Journal Paris, Maine - The Oxford County Sheriff's Office is working on a new policy on answering burglar alarms after hundreds of false ... [More Info](#)
- **MI: Detroit Police to Triage 911 Calls**
3.7.12 - Security Management - Detroit, MI - Last August, DPD adjusted its policy to stop dispatching officers to investigate burglar alarms, unless an actual break-in was verified by an alarm company ... [More Info](#)
- **MN: Willmar, Minn., City Council sets hearing Feb. 21 to repeal alarm ...**
2.13.12 - West Central Tribune - Willmar, MN - 21 on a proposal to repeal the city's outdated alarm ordinance. The Willmar City Council will have a public meeting to discuss repealing the city's alarm ... [More Info](#)
- **MS: False alarms could lead to fine**
2.27.12 - Natchez Democrat - Natchez, MS - Homeowners who set off their home security systems but don't let authorities know it was a false alarm could soon face fines. [More Info](#)
- **NC: Rising tide of 911 calls tests staff at emergency center**
2.20.12 - StarNewsOnline.com - Wilmington, NC - The majority of the administrative calls are from alarm companies, Cottle said, who are communicating information about medical, fire or burglary alarms. [More Info](#)
- **NH: Report: October snow storm cost Hudson \$280000**
3.11.12 - NewHampshire.com - Hudson, NH - From the Saturday of the storm to the following Friday, the fire department logged 335 phone calls: 158 for wires down, 17 fire alarm activations, ... [More Info](#)
- **NJ: Council Agrees to Mandatory Alarm Registration, Scraps Sign-Up Fee**
2.29.12 - Patch.com - Fairlawn, NJ - After about an hour's worth of discussion Tuesday, borough council came to a compromise on the manager's proposal to amend the alarm ordinance ... [More Info](#)
- **NJ: Fair Lawn to raise false alarm fines**
3.11.12 - NorthJersey.com - Fair Lawn – New rules and penalties for burglar alarm registration and false alarms were hammered out by the governing body last week. [More Info](#)
- **NJ: Ho-Ho-Kus Council to adopt new alarm system ordinance**
2.22.12 - NorthJersey.com - Ho-Ho-Kus, NJ - The Ho-Ho-Kus Council was expected to approve an ordinance to establish a code for alarm systems at its Feb. 21 meeting, which occurred after press deadline ... [More Info](#)
- **OR: Council to set hearing on Harrison Apartments**
3.3.12 - Corvallis Gazette Times - Corvallis, OR - On the committee's agenda is a proposal to increase permit fees for alarm systems and to increase fines for false alarms. Also, the Planning Commission ... [More Info](#)
- **PA: Ordinance crackdown curbs false alarms**
2.28.12 - Tarentum Valley News Dispatch - Some municipalities frustrated by excessive false fire and burglar alarms report a marked decline in such alarms - after ... [More Info](#)
- **PA: Supervisors amend fire ordinance**
3.4.12 - Reading Eagle - Tilden, PA - Henceforth, the responsibility will be on "owner/occupants (who) shall ensure fire detection, alarm and extinguishing systems are maintained in an operative ... [More Info](#)
- **TX: As El Paso County grows, so does rulebook**
2.27.12 - El Paso Times - El Paso, TX - A handful of new county ordinances go into effect this year, including regulations that require residents to register their home or business alarm systems, ... [More Info](#)
- **TX: Dallas PD stops responding to retail thefts under \$50**
3/02/2012 - Security System News - Dallas, TX - The Dallas Police Department in February changed its policy for responding to shoplifting calls. From now on, the department will no longer routinely dispatch officers to shoplifting calls that involve merchandise valued at less than \$50. [More Info](#)

Industry News

Courtesy of NESA

- **U.S. Census Bureau Daily Feature for February 21**
2.21.12 - Sacramento Bee - The first burglar alarm was patented in Massachusetts in 1853. It featured a battery-powered bell on each window and door to be protected. [More Info](#)
- **The Changing Faces of Security**
3.8.12 - Security Sales & Integration - Slowly but surely installing North American security contractor companies are becoming more diverse. SSI's fourth biannual Security Industry Demographic Census shows that changes along gender, race, ethnicity and other lines are transforming this historically homogenous business. The 2012 Census not only profiles and reveals the practices of a typical manager working in the industry today, but also operational facets of the businesses themselves. [More Info](#)

- **Parks Associates Forecasts over 60% of U.S. Households Will Have ...**
2.23.12 - SunHerald.com - Alarm.com, Comverge, ERCOT, Reliant Energy, and SEQUENTRIC Energy Systems address the demand-response market and business models in the pre-show workshop ... [More Info](#)
- **Home surveillance cameras grow more popular as accessibility ...**
2.2.12 - Home security cameras are inexpensive, easy to install and crucial in helping solve crimes, investigators said. [More Info](#)
- **A pharmacy's unique robbery fighting device**
2.21.12 - Uniondale, NY - NY store has intruder alarm that marks robbers by spraying them with plant DNA... [More Info](#)
- **Automated homes go beyond burglar alarms**
2.24.12 - San Antonio Express - The San Antonian grabbed his laptop and with a few keystrokes he was able to turn on the lights, shut off the alarm and monitor the security cameras at his ... [More Info](#)
- **Expert gives tips on home security, alarm systems**
2.23.12 - KSAT San Antonio - But his specialty is alarm systems and he was asked about the specific type featured in Tuesday's story. It worked by sending a signal via a land-line and ... [More Info](#)
- **The next high-tech frontier: Your home**
3.1.12 - Washington Post - ...awry. The couple were monitoring the security system in their Alexandria town house... door-motion sensors and... [More Info](#)
- **New smoke detectors for hearing impaired**
3.6.12 - 13abc Action News - Toledo, OH - Thanks to a new device those with hearing problems don't have to worry about not hearing the smoke alarm going off. A federal grant provided money for the ... [More Info](#)
- **ESA seeks input for modifications to Standard for Remote Supervising Station**
3.8.12 - ESA - ESA is soliciting input from industry stakeholders for proposed changes, additions or modifications to ANSI/ESA SRSS-01-2007, the Standard for Remote Supervising Station. This standard, developed by ESA in 2007, provides a guide for the monitoring of fire alarm systems at a remote station as identified in NFPA 72. [More Info](#)
- **Residential Security - Seven Questions to Ask**
3.9.12 - Technorati - Code Ann. § 62-32-305(7), exclusion from the Alarm Contractors Licensing Act is available to Electrical, Mechanical and HVAC Contractors licensed under Tenn ... [More Info](#)
- **Alarm installs down, RMR up**
2.14.12 - SecurityInfoWatch - Barnes Buchanan conference gives financial status report on state of alarm industry. At the Barnes-Buchanan conference last week in Palm Beach, the mood was positive for the security alarm industry. [More Info](#)
- **Bosch Security Systems Agrees To Recall 330 Fire Alarm Panels**
2.15.12 - Wall Street Journal - Bosch Security Systems Inc., a part of German conglomerate Robert Bosch GmbH, agreed to voluntarily recall about 330 fire alarm control panels, ... [More Info](#)
- **Modules used in home security system panels recalled**
2.22.12 - WDEF News 12 - Control panel enables wireless communication between the home security system and alarm monitoring companies. The Go!Control panels are six-inches high and ... [More Info](#)
- **ADT Security Services, Inc. V. Lisle-Woodridge Fire Protection ...**
2.28.12 - Leagle.com - The 2009 ordinance further provided that the District would contract with just one private alarm company to provide and service the signaling equipment. [More Info](#)
- **Jury awards \$3.3 million to man wrongfully detained in Aventura ...**
2.15.12 - MiamiHerald.com - A Miami-Dade jury said Bank of America acted negligently when employees identified Rodolfo Valladares as a robber and activated a silent alarm. [More Info](#)
- **Monitoring Missteps Cost Provider \$8.6M**
3.8.12 - Security Sales & Integration - The customer of a national monitoring company was beaten and sexually assaulted in her home. An investigation found the provider recklessly breached its duties to the plaintiff due to egregious central station procedures. The case reinforces applying best practices and minimizing liability exposure. [More Info](#)
- **Rosalee, Inc. v. All Safe Alarms, LLC.**
2.13.12 - Leagle.com - In January 2010, Mr. Lemann and All Safe entered into a contract for the installation and activation of an alarm system at the house, apparently without ... [More Info](#)

- **Alarm company sued over Arkansas woman's death**
2.23.12 - Fox News - Bentonville, Ark. - The estate of an 81-year-old woman who was killed in her home has sued an alarm-system company, claiming an operator canceled an alarm ... [More Info](#)
- **Layoffs and a lawsuit for Platinum Protection**
2.16.12 - American Fork, Utah - Platinum Protection, which laid off almost all its employees on Feb. 2, is now facing a \$2 million lawsuit from Monitronics. [More Info](#)
- **The Claim Game: How Jewelers unBLOCKed is Changing the Jewelry ...**
2.16.12 - Jewelers Circular Keystone Online - Investments in store security such as UL alarm systems, UL rated safes, and surveillance recording can actually yield significant savings for a jewelers ... [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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