



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink March, 2014

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Reasons to be in Baltimore



Baltimore is famous for its beautiful waterfront, world-class museums, three centuries of history and much, much more.

- The [Inner Harbor](#), is lined with attractions, restaurants & shopping.
- From fine dining in restaurants which have drawn rave reviews to a traditional [crab feast](#), [Baltimore restaurants](#) present a varied menu of culinary delights. Many of Baltimore's chefs have been touted in publications such as *Food and Wine*, *Bon Appetit* and *Gourmet*. You won't be disappointed in your search for a little local flavor or the tastiest international cuisines.
- Although nearly everything you may want to do and see is within easy walking distance, you can also explore our many one-of-a-kind neighborhoods, museums and attractions via the fast, free and green [Charm City Circulator](#). Other enjoyable options include water taxis, trolley tours or harbor cruises.
- With more than 130 [attractions, museums, historic sites and performing arts groups](#), Baltimore promises something for everyone. From the Star-Spangled Banner to African American history, and pop culture to dolphins and dinosaurs, there is something exciting around every corner.
- From historic [Federal Hill](#) to [Fell's Point](#), [Harbor East](#) to [Mount Vernon](#), [Little Italy](#) to [Hampden](#), our diverse neighborhoods serve up great food, stories from the past, fascinating things to do and see, and a world of intriguing shopping.

AND IF THAT DOES NOT DO IT - THE MAIN REASON IS THE FARA SYMPOSIUM!

The Program is set for the 2014 Symposium at the Embassy Suites BWI hotel from April 28 to May 1, 2014.

[Download the full registration packet](#)

[Download the Reimbursement Application](#)

Many Options for Dining and More in Baltimore

By: Nadya Morgan, Baltimore City

Visit the FARA Website for a list of local cuisine, hot spots to visit, attractions and transportation information with links to websites. <http://faraonline.org/baltimore-information/>

Bylaw Change Proposed

By Brad Shipp, FARA

Objective: To allow the board to fill a vacancy if a board member misses too many meetings.

Proposed Change: Note: ~~Deletions~~ Additions

ARTICLE 4. OFFICERS AND BOARD OF DIRECTORS

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

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

When any Director or Officer is absent or misses 3 ~~consecutive~~ Board of Directors meetings ***in a calendar year*** without taking a leave of absence as provided for in these Bylaws, then that position may be considered a vacancy, and may be filled in accordance with these Bylaws.

A Story of Success

By Kerri McDonald, FARA Communications Committee

In 1996 the Charlotte - Mecklenburg Police Department responded to 106,061 alarm calls. Since that time the False Alarm Reduction Unit has worked extremely hard to reduce this staggering number, and they have been very successful with their efforts. In 2013, CMPD responded to 40,848 alarm related calls, a reduction of 65,213 alarm calls since 1996. They have increased their permitted sites to 191,765, and currently enjoy a dispatch rate of 0.21. In 2013, alarm related calls were only 2.6% of the total calls for service. This is an all-time low since the inception of the program in 1996 when 20.1% of the total calls for service were alarm related calls. The number of officer hours spent on alarm calls was reduced to 24,699 hours in 2013, also an all-time low since the inception of the program when officers spent 69,670 hours answering alarm calls.

CMP has increased the number of alarm permits by thousands, and the numbers continue to decrease. The continued success of the false alarm reduction program is credited to ongoing training efforts for their officers and citizen contact by the false alarm reduction unit. They also have a very strong working relationship with the alarm industry that allows them to address a problem in the early stages, which in turn resolves problems quickly and aids greatly in the reduction of false alarms.

Last, but certainly not least, the false alarm unit has the great fortune of being a FARA member. Officer David Wilson says that being a FARA member gives us a peace of mind knowing that years of experience are just a phone call away. It is an awesome feeling to know that when a problem or situation rears its ugly head that you haven't seen before, you can pick up the phone and call a FARA member to discuss ways to resolve the issue. We have made "the call" to another FARA member on many, many occasions and have always been able to resolve the problem at hand.

- Officer David Wilson – CMPD Alarm Coordinator – FARA Board of Directors – At Large, FARA Symposium Committee.
- Brenda McMurray – CMPD Alarm Unit Investigative Technician – FARA Membership Committee
- Sgt. Loraine "L" Ellis – CMPD Alarm Unit Supervisor

We are looking for additional success stories to highlight in upcoming editions of the INFOLINK. We want to hear your story! Please send your success story to Brad Shipp at Bradshipp@4yoursolution.com.

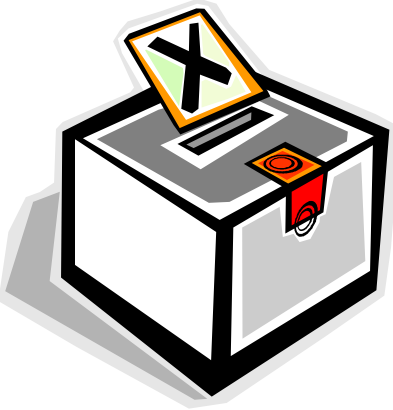


Stop clowning around!



**Start the four step plan today and
become a **Certified Alarm Manager**
at the 2014 FARA Symposium!**

Click on Certification on the Info for Members tab at faraonline.org.



Mid-Atlantic Chapter Scoop

By Shellie Reid, Chapter President

Plans for our next meeting are in the works. If you have a demonstration or a speaker that would be a good fit for our members, please feel free to notify a board member. The next meeting is scheduled for March 26th. At this meeting, the chapter will be holding elections for two board positions: Director (public safety) and Associate Director (alarm industry). If you are a FARA member in the Mid-Atlantic area and would like to throw your hat in the ring for one of these positions, or if you are interested in hosting one of our upcoming meetings please contact Shellie Reid at shellie.reid@loudoun.gov.

Membership Committee Article

by Debbie Hansen, Membership Committee Co – Chair

With the annual symposium just a month away, the membership committee wants to ask: “Are you getting the most out of your membership?” The education and networking opportunities that the symposium affords are tremendous and will ensure that you are truly getting the biggest bang for your buck! If you haven’t registered, there is still time to take advantage of this great opportunity.

Join us in Baltimore and reap the rewards of membership as we gain knowledge and best practices in reducing false alarms and implementing a solid false alarm reduction program.

Big Lots Contact Info

By Shellie Reid, Loudoun County

Big Lots contacted me today to update their mailing information for a store in our jurisdiction. They would be thrilled if this information was printed in the newsletter. This should become the mailing address for all stores...

Big Lots
Asset Protection
300 Phillipi Rd
Columbus OH 43228

Contact person: Wendie Starr, wendiestarr@biglots.com, (614) 278-6936

FARA’s Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **SC: Bluffton Home Depot's resident black cat given the boot**
1.21.14 - Island Packet - The Home Depot off U.S. 278 in greater Bluffton is searching for a new home for Depot, a black cat that lived at the store for more than 13 years, according to an online petition that aims to ensure the cat stays put. [More Info](#)
- **NC: Police: Thief with a taste for bacon now in the pen**
2.3.14 - WBTV-The alarm went off and Joyner was seen throwing the cases of bacon over a fence. The problem for Joyner at that point was that he could not get out of the fence ... [More Info](#)
- **ON: Surveillance video shows clumsy crook drop TV, trip through a ...**
2.4.14 - Windsor Star - The man triggered the alarm in the Cash Converters about 12:10 a.m. Thursday. Officers arrived to find a large pane of glass smashed ... [More Info](#)

- **IL: Police: Woman busted on pot charges when officers check out burglary alarm**
2.14.14 - WFIE Evansville - On Thursday, Madisonville Police say officers responded to a residential burglary alarm. [More Info](#)
- **KY: Sinkhole swallows cars at Corvette museum in Kentucky**
2.13.14- Washington Post - An enormous sinkhole opened in the floor of the [National Corvette Museum](#) in Kentucky on Wednesday morning, swallowing several of the iconic muscle cars. The museum said it was alerted to the sinkhole by an alarm company. [More Info](#)
- **MA: Police find suspect in store ceiling**
2.10.14 - The Eagle-Tribune - North Andover -- A man broke into a Richdale Convenience Store by smashing the front door early yesterday morning, then climbed up into the drop ceiling in a vain attempt to avoid capture, police said. The burglar alarm ... [More Info](#)
- **GA: Allergens cause false alarm for fire officials**
2.18.14 - WALB-TV - Allergens cause false alarm for fire officials. [More Info](#)
- **SC: Fire alarm interrupts SC legislative session**
3.5.14 - WIS News 10 Columbia - A fire alarm caused legislators and others to briefly leave the South Carolina Statehouse, but authorities say it was a false alarm and there never was any emergency. [More Info](#)
- **MD: Deer, dog chase damages Arundel school**
3.10.14 - Baltimore Sun - Students at two southern Anne Arundel County schools had the day off Monday after deer and dogs tore through the building, causing thousands of dollars' worth of damage. On Monday morning, three deer jumped through glass doors at Southern Middle School, which also houses students from nearby Lothian Elementary, which is under construction. [More Info](#)
- **ME: Maine suspect's getaway vehicle gets stuck in snow**
3.14.14 - Boston Herald - Orrington, Maine - The owner of an Orrington business says the latest snowstorm to hit Maine thwarted a burglary at his store. Warren Mitchell, owner of Kings Mountain Radio Control hobby shop, says he got a call from a neighbor who heard the store's alarm go off at about 4 a.m. Thursday. When he got there, the alleged thief's vehicle was stuck in the snow in the store's driveway. Mitchell ... [More Info](#)

Do you have any stories you would like to share about stupid criminals or 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 news@faraonline.org and we'll put them in the next InfoLink for all to share!

Counties evolve 911 in the Internet, smartphone age

2.24.14 – NACO

Union County, N.C. has launched a new generation of 911 technology that allows mobile phone callers to send images and video to the county's emergency communications center.

It's already proved its value several times since it debuted Dec. 6 last year, including helping to locate an attempted suicide victim, according to Larry Brinker, the county's director of emergency communications.

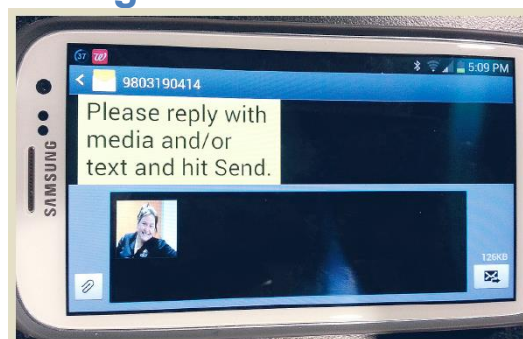
A caller to 911 uploaded a photo of a friend who had tried to cut his wrists.

"We sent a picture to EMS so that they could look at the wounds, and then we sent to picture to law enforcement so they could keep a lookout for the person," he said.

"They were successful of finding him within a couple of hours of the call."

Here's how it works. A mobile phone or smartphone caller dials 911; if they have additional content to transmit with the call, the call taker sends them a link via text message. After clicking it, they can upload an image or short video from their phone. It all occurs while still on the phone with the 911 operator.

"As for incoming text and video, it's all controlled by the dispatcher, because you can't send in anything until I as the dispatcher send you a link," Brinker said. That prevents random data from being transmitted without proper identifying information.



As the migration from landline to mobile-only phone users continues, 911 call centers — public safety answering points (PSAP), in industry lingo — will need to be able to receive their communications seamlessly.

Generically speaking, Union County's is "next generation 911" (NG9-1-1) technology — or more accurately a "new" generation, according to officials with the National Emergency Number Association (NENA), the NG9-1-1 standards-setting entity. NG9-1-1 has a specific definition and established technical standards, which lay a foundation for more widespread adoption of systems like Union County's. NENA, working with industry and governments, began developing the technical requirements for Next Gen 9-1-1 more than a decade ago.

The Federal Communications Commission defines NG9-1-1 as a system architecture to enable a transition to a broadband digital, Internet Protocol (IP)-based foundation for the delivery of multimedia 911 "calls" or "events," as they're coming to be known — since they won't strictly be traditional voice calls. That information could include automatic-crash-notification data from cars equipped to transmit it, sensory alarms and building monitoring data, all of which could aid in emergency response.

"From a county perspective, next generation 911 provides a great deal of opportunity," said NENA CEO Brian Fontes. Ultimately, I believe that the operational cost associated with the provision of next generation 911 will be less than the current process where each PSAP is provisioned to accept 911 calls."

[More Info](#)

S. Ind. police officer hurt in crash

2.24.14 - WRTV Indianapolis - JEFFERSONVILLE, Ind.

A southern Indiana police officer responding to a bank alarm has been injured after his patrol car collided with another vehicle.

WDRB-TV and the Courier-Journal report the injured officer and a woman driving the other vehicle both were transported to University of Louisville Hospital. Jeffersonville Police Sgt. Todd Hollis says the officer was in stable condition, but he didn't know the woman's status.

Hollis says the patrol car's lights and siren were activated at the time of the crash.

Neither the officer nor the other driver has been identified. They were the only occupants of their vehicles.

Police Chief Chris Grimm says the officer was responding to a bank alarm when the collision occurred.

[More Info](#)

Jury awards \$1.2M to Shrewsbury officer shot during house call

3.1.14 - Worcester Telegram & Gazette - Worcester

A Worcester Superior Court jury returned a \$1.26 million verdict against former car dealer Mark P. Ragsdale today in the 2006 shooting of a Shrewsbury police officer who was responding to a burglar alarm at Mr. Ragsdale's home.

The 14-member jury deliberated for nearly 20 hours over four days before finding that Mr. Ragsdale was negligent when he shot Officer Stephen P. Rice in the abdomen during the early-morning hours of July 14, 2006, and that the negligence was a substantial contributing cause of the rookie officer's injuries.

The verdict of \$1,262,500 included \$850,000 for loss of earning capacity and \$412,500 for pain and suffering. Interest will be added to the award at a rate of 12 percent per year from the date Mr. Rice's lawsuit was filed in 2009. [More Info](#)

Theft victim upset with police response

3.6.14 - WSB-TV 2 Atlanta

A Clayton County husband and father said his alarm service alerted police to a possible crime in progress, but it took officers almost two hours to respond.

Kennie Davis said a thief or thieves took his television, Play Station and a gun on Sunday.

A Clayton County police captain said the first call came in at 9:36 p.m. He said police arrived at the scene at 11:13 p.m.

He said the circumstances surrounding the response are now subject of an internal investigation.

"It doesn't feel like home anymore, once somebody comes and invades your life like that," said Kennie Davis.

Clayton County Police Chief Greg Porter said, "It is our job to make sure the residents are safe in Clayton County. We plan on doing that."

Davis said Morrow police recovered his gun the next day.

[More Info](#)

News on Door to Door Sales

Courtesy of NESAs

- **Cops warn of scam involving alarm systems**
1.29.14 - TheChronicleHerald.ca - After receiving reports from residents there, the Mounties are advising the public to not let anyone pretending to be an alarm company employee into their homes ... [More Info](#)
- **AG Zoeller warns Indiana residents of home security, alarm offers ...**
2.17.14 - Greenfield Daily Reporter - Indianapolis — Attorney General Greg Zoeller (ZEL'-ur) is warning Indiana residents to be wary of calls and door-to-door solicitors offering home security or ... [More Info](#)
- **Security Alarm Worker Licenses Required for Customer Protection**
2.25.14 - KNDO - KNDU Tri-Cities - If you invite a burglar alarm technician into your home or talk with an alarm dealer at your doorstep, then you should ask to see their professional license. [More Info](#)
- **BREAKING: Greenville Police Department warning of alarm system scam**
3.1.14 - Herald-Banner - On February 27, 2014, the Greenville Police Department was notified of suspicious activity by persons allegedly representing a national alarm company. [More Info](#)
- **Phone scams top list of Utah consumer gripes**
3.4.14 - Standard-Examiner - Telemarketing tops the list of Utah consumer complaints in 2013, signifying how scammers prey on people by phone to electronically pick their pockets. March 2 to 8 is the 16th annual National Consumer Protection Week, and Daniel O'Bannon, director of Utah's Division of Consumer Protection, recommended that people protect themselves by registering their home and cell phone numbers on the National ... [More Info](#)
- **Reynoldsburg PD Warns Against Security Alarm Scam**
3.7.14 - WCMH Columbus - Reynoldsburg police says the department has received a number of complaints from citizens for unsolicited calls asking about the resident's security alarm service. [More Info](#)
- **Police investigate scam calls about burglar alarms**
3.12.14 - ThisWeekNews - Reynoldsburg police are investigating reports of several phone calls where the caller attempts to discover if certain homes have burglar alarm protection. [More Info](#)
- **Police warn residents about door-to-door alarm sales**
3.12.14 - KMBC Kansas City - Police said there have been several reports over the last few days across the metro of people going up to homeowners, claiming to be employees of an alarm ... [More Info](#)

- **Pair charged in door-to-door alarm sale case**

3.13.14 - KMBC-TV Kansas City - Prosecutors have filed felony charges of financially exploiting the elderly against a man and woman from Utah in connection with what police said is a door-to-door scam selling alarm systems. [More Info](#)

- **Police warn of home alarm system scammers**

3.13.14 - Amarillo.com - Police said they have received at least five calls in the past two days about suspicious activity by door-to-door home alarm salesmen. The reports state that the ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AL: Fire chief: If power goes out, watch for fire hazards**

1.28.14 - The Brewton Standard - • Make sure that generators are outside the home. Only put them in a garage if it is well ventilated. If a generator is connected to your house, make sure it is installed correctly. [More Info](#)

- **AZ: Cities raise alarm over proposed alarm changes**

2.11.14 - KTAR.com - PHOENIX -- When you order a home security system you expect the alarm installers to be honest and trustworthy, but some are worried a bill at the state... [More Info](#)

- **CA: Merced residents could be fined for false burglar alarms**

2.4.14 - KFSN-TV Fresno - Burglar alarms are designed to prevent crimes, but city leaders in Merced say excessive false alarms are taking officers away from real emergencies. [More Info](#)

- **CA: Proposal in Calif. city would allow police access to private cameras**

1.27.14 – Security Info Watch - Under a recent proposal introduced by a city councilman in San Jose, Calif., property owners could voluntarily register their surveillance cameras for a new database that would enable the city's police department to quickly access video footage of nearby crimes. [More Info](#)

- **CA: Source: False alarms an issue at Lincoln High School**

3.14.14 - 10News - The source told Team 10 false alarms happen so often at Lincoln High School that people stopped paying attention to them during a real emergency. [More Info](#)

- **FL: Springfield commissioner slams salary cut proposal**

2.17.14 - The News Herald - Springfield - City commissioners discussed penalties for false alarms requiring emergency services and the placement of fire-service fees on property tax ... [More Info](#)

- **GA: Feb. 1 Deadline for Atlantans to Register Alarm Systems**

2.1.14 - Patch.com - According to the City, in 2012, the Atlanta Police Department responded to 65,000 alarm system activations, 95 percent of which were false ... [More Info](#)

- **IA: Galesburg Cracking Down on False Alarms**

2.4.14 - KWQC-TV 6 Davenport - Galesburg City Council voted Monday night to change the alarm system ordinance, eliminating an outdated registration fee and increasing fees for repeat false alarms. The changes, respectively, are meant. [More Info](#)

- **IL: Champaign officials trying to avoid costly false alarms**

3.12.14 - Champaign/Urbana News-Gazette - Police say they spent \$111,717 responding to alarms at residential and commercial properties in 2012, the most recent data available. The problem is that only a ... [More Info](#)

- **IL: Knox to see few changes with Galesburg's new false alarm ordinance**

1.30.14 - The Knox Student - Despite a new Galesburg City Ordinance that will increase the price for each false fire alarm, Knox students will remain largely unaffected. Before the new ... [More Info](#)

- **MA: Dracut stops short on fee for false alarms**

1.29.14 - Lowell Sun - Dracut -- Considering the state of the town's economy, now is not the time to raise fees on Dracut businesses, or impose hefty fines for multiple false alarms, selectmen decided. [More Info](#)

- **MA: False alarms in Amherst have dropped since bylaw adopted in 2008**

2.18.14 - MassLive.com - In 2013, the police responded to 564 false alarm calls, according to the release. The bylaw addresses burglar or intrusion alarms but does not include fire alarms ... [More Info](#)

- **MI: Chikaming officials move toward adding 3rd offense fines to alarm ...**
1.31.14 - Harborcountry News - The major proposed change to the ordinance, adopted in 2005, would be a \$250 fine on homeowners after three false alarms in any one calendar year that ... [More Info](#)
- **MI: Fines possible for faulty alarm systems in Benton Harbor**
2.3.14 - WNDU-TV - Benton Harbor Ordinance changes in Benton Harbor mean folks could be fined if their alarm systems go off for no reason or if they allow litter to pile up on ... [More Info](#)
- **MO: Business owner wants others to know the need for permit with alarms**
3.4.14 - FOX 4 Kansas City - Kansas City, Mo. — A Kansas City business owner is livid because police refused to respond to his burglar alarm... [More Info](#)
- **MO: County's uniform crime numbers are down by 18.9 percent**
2.4.14 - Neosho Daily News - The alarm calls (were a) big increase in alarm calls, 784 (in 2013), that is because more private homes are putting in alarm systems," Copeland said. "And that ... [More Info](#)
- **MO: Police Don't Respond To Car Dealership Break-In Because Of \$45 ...**
3.5.14 - The Consumerist - If you spend the money to put in an alarm system on your home or business, make sure you check with your local police and fire departments to ... [More Info](#)
- **MS: West Point chief says he may review false alarm policy**
2.12.14 - The Commercial Dispatch - West Point Police Chief Tim Brinkley received approval from selectmen to review the department's policy on false alarm calls and make a recommendation on possible changes to it in a future meeting. [More Info](#)
- **MT: Whitefish considers fines for false alarms**
2.4.14 - KCFW Kalispell - In a work session Monday evening the Whitefish City Council is taking up an ordinance that would impose a fee on false alarms that create extra work for emergency responders. [More Info](#)
- **NC: City removes alarm registration fees**
3.7.14 - Wilson Daily Times - Security and fire alarm registration fees have been removed from a proposed city ordinance that will be considered by the Wilson City Council ... [More Info](#)
- **NC: Southern Pines Cracking Down on False Alarms**
2.27.14 - Southern Pines Pilot - Since the beginning of the year, the number of security system false alarms at local homes and business that Southern Pines police have responded to is, well, ... [More Info](#)
- **NJ: Late fees for late pets, alarms registrations in Mendham Township**
2.21.14 - New Jersey Hills - Annual registrations for burglar, fire and panic alarm systems cost \$45 after Jan. 31. Make checks payable to "Township of Mendham" and mail to: P.O. Box 236, ... [More Info](#)
- **NM: Village officials alarmed over illegal alarms**
3.14.14 - Ruidoso News - Ruidoso's code enforcement officers are cracking down on alarm companies, whose representatives are canvassing neighborhoods without a business license and are installing alarm systems without permits and assurances that they will comply with village rules. [More Info](#)
- **NS: False alarms, insecure premises tying up patrols**
1.31.14 - The Burnside News - However, there has been an increase in the number of insecure premises and false alarms that police had to respond to. As a reminder I would just like to ask ... [More Info](#)
- **NY: Common False Alarms: What You Should Know**
2.11.14 - Patch.com - There are so many unnecessary alarms in Rockland County that the Fire Chiefs Association and Office of Fire and Emergency Services have embarked on a ... [More Info](#)
- **NY: Excessive false alarms to bring fines in NY town**
1.27.14 - SecurityInfoWatch - ...1, homeowners and business owners will be fined for excessive instances of their alarms going off, causing police to respond when no actual emergency exists. [More Info](#)
- **OH: Akron Police Department's alarm policy change pushed back**
2.27.14 - West Side Leader & South Side News Leader - DOWNTOWN AKRON — The Akron Police Department (APD) has delayed the planned implementation of its verified response alarm policy from the originally scheduled March 1 to April 1. [More Info](#)
- **OH: Akron police, security alarm companies at odds over response ...**
2.1.14 - Akron Beacon Journal - Akron Police Capt. Paul Calvaruso holds up a list of alarm response calls as he talks about the time it takes for officers to follow up on false ... [More Info](#)

- **OH: Cincinnati City Council requires all banks to register foreclosed ...**
3.12.14 - Cincinnati Business Courier - The fee is reduced to \$50 if the bank installs an alarm system. Wetterich covers government and politics, transportation and downtown development. [More Info](#)
- **OH: City Cracking Down on False Alarms for PD**
2.15.14 - FOX 8 Cleveland - Cleveland — Cleveland police responded to thousands of false alarm calls last year, something that city officials want to reduce... [More Info](#)
- **OH: City Cracking Down on False Alarms for PD**
2.16.14 - fox8.com - According to police records, last year city cops were required to respond to 23,890 alarm calls for service. Of the majority of those calls, 97.5 percent were false. [More Info](#)
- **OH: City police phasing out alarm service**
3.12.14 - Marietta Times-Marietta's Police Department is phasing out its security alarm service, citing a low number of subscribers and a high cost to replace the department's aging alarm ... [More Info](#)
- **OH: Cleveland officials looking to solve costly, dangerous false alarms ...**
2.26.14 - The Plain Dealer - Last year, false alarms in Cleveland collectively monopolized more than 8,000 hours of police time and cost taxpayers about \$750,000, ... [More Info](#)
- **OH: Columbus acting to reduce false alarms**
3.10.14 - The Columbus Dispatch - In an ongoing effort to curtail costly and time-consuming false alarms, Columbus public-safety officials plan to revisit the ordinance that penalizes the city's worst offenders. And in the next few weeks, the Police Division will begin training patrol officers to better identify and document those problem homes and businesses. [More Info](#)
- **OH: False Alarm Offenders Pay Hefty Fees**
2.3.14 - WCMH Columbus - Emergency crews always respond to alarms from businesses, but false alarms are frustrating and time consuming. [More Info](#)
- **OH: False alarms a problem for police in Middleburg Heights, other area departments**
3.1.14 - The Sun Press - Northeast Ohio police departments spend hundreds of hours -- and untold resources -- responding to false alarm calls each year. Despite the low odds of finding a real burglary in progress, police say they still need to remain alert. [More Info](#)
- **OH: False alarms a problem for police in Parma, other area departments**
2.27.14 - The Cleveland Plain Dealer - Police in Parma, Parma Heights, Seven Hills and Independence spend hundreds of hours -- and untold resources -- responding to false alarm calls. And despite the low odds of finding a real burglary, police say they still need to remain alert. [More Info](#)
- **OH: False alarms a problem for police in Strongsville, other area departments**
2.26.14 - The Sun Press - The majority of alarm calls Strongsville respond to annually are false alarms, a reality seen in communities throughout Northeast Ohio. [More Info](#)
- **OH: Police in Ohio city want alarms double-checked**
2.2.14 - WCMH Columbus - A northeast Ohio city where 98 percent of security alarms turn out to be false is beginning a new policy requiring confirmation of a possible crime. [More Info](#)
- **OH: Police tell Akron residents: Don't be alarmed**
2.19.14 - Akron Beacon Journal - The meeting was called by the Fairlawn Heights Neighborhood Association whose members are among the largest concentration of home security alarm ... [More Info](#)
- **OH: Richmond Heights police say they will start citing residents and ...**
3.3.14 - The Plain Dealer - Richmond Heights Police Chief Gene Rowe said his department restructured the way dispatchers will code alarms. That will allow police to accurately track the ... [More Info](#)
- **OH: Short staffed Akron Police no longer responding to burglar alarms**
2.2.14 - 13abc Action News - Akron, Ohio (AP) - A northeast Ohio city where 98 percent of security alarms turn out to be false is beginning a new policy requiring confirmation of a possible ... [More Info](#)
- **OH: University Heights citations for false alarms helping ease burden on ...**
3.3.14 - The Plain Dealer - University Heights, Ohio - False alarms in the Heights areas cause particular difficulties for it's smallest police department. University Heights, an area of ... [More Info](#)

- **OH: Vast majority of alarm calls in in Lakewood and other Westshore ...**
2.26.14 - The Plain Dealer - Lakewood police responded to more than 1800 alarm calls in 2013, and almost all of them were false alarms, police said. [More Info](#)
- **OR: New telephone technology may affect monitored fire alarms**
2.25.14 - Lebanon Express - The Lebanon Fire District is cautioning businesses with required fire alarm systems to check with their fire alarm monitoring service if they are ... [More Info](#)
- **SC: Horry officials still struggling with false alarm calls**
1.30.14 – Myhorrynews - A year after Horry County officials began cracking down on false alarm calls, authorities say they're having problems processing the violation notices, some of ... [More Info](#)
- **SK: Council approves false alarm fee increase**
2.27.14 - Lifestyles Publications - The policy has several goals, including a reduction in the number of preventable and unwarranted false alarm responses by firefighters; and the implementation ... [More Info](#)
- **TX: 9 times out of 10, a burglar alarm means no crime**
2.7.14 - The Eagle - IN this Feb. 21, 2013 photo, Austin police officer Ray Kianes, enters a house on Doc Holliday Trail in Austin, Texas. Kianes was responding to a burglar alarm at ... [More Info](#)
- **TX: City should move to reduce number of false burglar alarms**
1.28.14 - Austin American-Statesman - Ninety percent of burglar alarms that Austin police respond to each year are false, police statistics show. The thousands of false alarms place a burden on police ... [More Info](#)
- **TX: Dallas 911 operator placed on leave after reporting false burglary**
3.4.14 - WFAA Dallas-Fort Worth - Dallas — A Dallas Police Department 911 operator is on administrative leave while internal investigators delve into whether she faked a burglary at her apartment late last year. According to an arrest warrant affidavit, Shatawn Renee Allen, 32, called police from her unit to report that someone kicked in her door and stole a “vintage” 1998 Louis Vuitton ... [More Info](#)
- **TX: Giving store owners active role in fighting crime**
3.5.14 - ABC 13 Houston - Houston police officers are hitting the streets to help local businesses better protect themselves and the people they serve... [More Info](#)
- **TX: Odessa Officials Reminding Residents to Register, Renew Their Alarm**
1.24.14 - News West 9 Midland - If you live in Odessa and registered your alarm system last year, expect a renewal notice soon. It is a requirement that you renew your registration for your business or home alarm. [More Info](#)
- **VA: Time Change May Account for Additional False Alarms**
3.10.14 - WHSV Harrisonburg - The time change make have taken an hour of sleep from you Sunday, but Monday it tired out emergency responders. [More Info](#)
- **WY: Casper fire crews may stop responding to excessive false alarms under new ordinance**
3.14.14 - Casper Star-Tribune - Fire Inspector Dean Jackett noticed a lot of signs sprouting in the front yards of Casper homes last year. [More Info](#)
- **WY: Cheyenne Alarm Ordinance Enforcement Starting Thursday**
2.14.14 – KGWN - Cheyenne, WY (KGWN) - Starting on Thursday, February 13th, the Cheyenne Police Department will be issuing citations to those individuals not in compliance ... [More Info](#)

Industry News

Courtesy of NESAs

- **Sizing up Google's smart home play**
Security Systems News - Yarmouth, Maine—Security companies should take note of Google's recent expansion into the connected home with its \$3.2 billion buy of smart thermostat and smoke alarm maker Nest Labs, industry experts tell Security Systems News. Could a security play by Google be the logical next step? [More Info](#)

- **System Sensor Recalls Reflected Beam Smoke Detectors Due To Failure to Alert Consumers in a Fire (Recall Alert)**
1.28.14 - U.S. Consumer Product Safety Commission - When used with certain power supplies, the smoke detectors, used mostly in commercial buildings, can fail to send a signal to the fire alarm control panel that sounds the alarm. [More Info](#)
- **High-tech upgrades may let aging boomers live independently in their own homes longer**
1.20.14 - The Washington Post - Video conferencing, wearable sensors and other systems will let older people stay their own homes longer. [More Info](#)
- **WKYT Investigates: Smoke alarms put to the test**
1.31.14 – WKYT - There are so many types to choose from, and selecting an alarm may not be so clear. There are types that are photoelectric or ionized or even a combination of ... [More Info](#)
- **10-digit switch had some monitoring firms scrambling**
2.2.14 - Paducah Sun - Brad Boulton with Alert Alarm Systems Inc. resets an alarm system at Kerry Brandon's home to automatically dial 10-digit telephone numbers in cases of ... [More Info](#)
- **Security tech stands out at CES 2014**
2.4.14 – Security Info Watch - Latest devices range from TVs that can control home security systems to robot guards... [More Info](#)
- **ASG acquires in a new region**
2.5.14 – Security Systems News - Beltsville, Md.—ASG Security has acquired a "platform for hyper-growth" and moved into another state with a Jan. 31 acquisition. Which company did ASG acquire and where, and why does ASG predict the buy will propel ASG to \$10 million in RMR by the end of 2014? [More Info](#)
- **Are DIY solutions a legitimate threat to traditional alarm dealers?**
2.14.14- Security Info Watch - innovations the alarm industry has seen in recent years with the rise in demand for interactive services, one trend that has flown relatively underneath the radar is the growing market for do-it-yourself (DIY) security systems. [More Info](#)
- **What is an Alarm Duress Code?**
2.9.14 - Huffington Post - Ever consider the idea that a home intruder may force you to turn off your home alarm? Ever think that there's a way you could secretly signal this to the ... [More Info](#)
- **Alarm Customer Moves But Cannot Cancel Service**
2.18.14 - KUTV Salt Lake City - (KUTV) When the burdens of keeping up her longtime Salt Lake City home became overwhelming, Maxine Dahn gave it up. In October she moved to an apartment building that caters to senior citizens. The building will not allow Maxine to have a private alarm system so she called her home alarm company, Vivint, to cancel. ... [More Info](#)
- **Consumer Reports tests high-tech Nest smoke detector**
2.26.14 - FOX 59 Indianapolis - (Feb. 26, 2014) – You know the problem — you've burnt the toast and the smoke alarm won't quit so you rip it from the wall or pull out the batteries. Consumer Reports tested a new combo smoke alarm and ... [More Info](#)
- **Verified alarm? Definitions vary**
3.5.14- Security Systems News - Henderson, Nev. and Vienna, VA - It's likely that a new comprehensive verification standard will surface sometime in 2014. The CSAA is developing such a standard for verified alarms, and the Partnership for Priority Video Alarm Response has been gathering best practices toward that end. But it's not clear yet what exactly that standard will look like. Why? [More Info](#)
- **FTC settlement with ADT sounds alarm about deceptive use of paid ...**
3.6.14 - Imperial Valley News - Washington, DC - Consumers who tuned in to programs like the Today Show, Daybreak USA, and local newscasts may have caught interviews with guests ... [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.

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:
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bradshipp@4yoursolution.com

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