



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink March 2018 Edition

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FARA Training Symposium



Hotel and Dates are set

***DoubleTree Suites Seattle Airport
Southcenter
Seattle, WA***



May 1 to 3, 2018- FARA Symposium

[Download the Symposium Packet](#)

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Whether you're a family looking for budget-friendly finds or a seasoned traveler on the hunt for the latest Instagram-worthy vista, the Emerald City has you covered. While here, you can meet artisan makers, shop indie boutiques and designer fashions, admire priceless works of art, sing your heart out at a karaoke club, explore like a local in the city's diverse neighborhoods, and enjoy nature—all without ever having to leave the city. No matter what you're looking for, the perfect adventure awaits.

[Click Here to View the Online Visitors Guide](#)

CryWolf Users Conference – Monday, April 30, 2018 at the Doubletree Suites, Seattle Airport Southcenter

Public Safety Corporation is hosting its' 10th annual CryWolf Users Conference on Monday, April 30, 2018 from 1:00-5:30pm at the Doubletree Suites, Seattle Airport Southcenter

The CryWolf Users Conference is an excellent place to learn about new product enhancements and network with CryWolf users and Public Safety Corporation employees. More than 50 attendees from agencies across the U.S. and Canada are attending the conference to discuss issues and share ideas. We will demonstrate new, exciting capabilities to help you reduce false alarms and enhance public safety.

After the Conference clients are invited to join Public Safety Corporation for a hosted dinner that evening. There is no registration fee for the CryWolf Users Conference, registration is included as part of your annual software maintenance.

Simply contact Jean Schommer at jschommer@publicsafetycorp.com to register to attend the CryWolf Users Conference (if you have not already done so).

Nominations for FARA Achievement Awards Needed!

By Brad Shipp, FARA

Please send in your nominations for FARA's False Alarm Reduction Achievement Awards.

Feel free to nominate your own agency/company or others. Both public safety and associate members can submit nominations for any category listed below.

All submitted nominations will be provided to the attendees in Seattle. All attendees will then cast a vote on who their favorite is in each category. So make the sale for your nomination by giving enough information to allow the voters to understand what the accomplishment is and how you were able to achieve it. You may use text, charts, graphs or any combination of the three.

Please limit your nomination to no more than two (2) pages in length. The Achievement Awards will be presented during the training symposium.

Proud of your alarm management program?
Have a terrific success story to share?
Want the world to know about it?
Then tell us!

- **Public Safety False Alarm Reduction Achievement Award:** This award is presented to the [public safety agency](#) that has an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **Industry False Alarm Reduction Achievement Award:** This award is presented to an [individual alarm company](#) that has implemented and sustained an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **FARA Achievement Award:** This award is presented to an [individual, company or association](#) that has demonstrated significant or meaningful contributions toward the FARA mission.

Nominations must be submitted on or before April 2, 2018 to be considered.

Please submit your nominations to FARA c/o Brad Shipp at bradshipp@4yoursolution.com or via fax at 301/519-9508.

How UL, New Tech Is Targeting Nuisance Smoke Alarms

3.22.18 - SSI

Check out the new testing standard being cooked up by UL to help combat kitchen-related nuisance alarms, as well as the latest in detector technology.

This month I want to highlight some of the new technology that is being used or is about to be used with smoke detectors sold in the United States. Some of this technology may ring a bell with readers; I commented on initial impressions for some of what's below back in 2016 after I attended the most recent Essen (Germany) Security Expo.

I'll be heading back to Europe later this year for Essen Security 2018, so stay tuned.

Companies Wait on 'Hamburger Cooking Test' Standard

Manufacturers are working to reduce the likelihood of having an unwanted alarm caused by a smoke detector. Through work of the National Fire Protection Association ([NFPA](#)) Fire Protection Research Council and the Consumer Products Safety Board, a specification for the reduction of unwanted alarms from cooking aerosols has been developed.

While not typically a concern within most commercial buildings, cooking aerosols are a hazard within residential occupancies. The smoke detector industry is waiting, however, for UL to finalize the standard for a new "hamburger cooking test."

There is a provision within NFPA 72, "National Fire Alarm and Signaling Code," requiring smoke detectors for household use to be resistant to cooking aerosols.

The date for compliance has been moved several times as UL reportedly was not ready with the criteria for the test. There is an amendment to 72 that is going through the process to move this to 2022.



And some manufacturers are holding back on major changes to their smoke detector products until the cooking immunity test is finalized by UL.

In the meantime, thanks to Siemens, Honeywell and Johnson Controls, which offered representatives to speak to me about new technology they have and were willing to share information prior to any tradeshow release.

Since the 1990s Siemens has used advanced algorithms with its FirePrint technology and more recently with advanced signal analysis (ASA) detectors to offer the industry's only "No False Alarm Guarantee," according to Ron Ouimette, senior product manager detection & peripherals with the company.

Siemens has studied nuisance alarm sources — cooking aerosols, dust, humidity, steam tobacco smoke, etc. — and conducted thousands of tests to develop superior immunity to nuisance alarm sources, he notes.

With this in mind, the aforementioned hamburger cooking test, as it's being referred to for now, does seem to represent a good middle ground mixture of aerosols for testing detectors to nuisance alarm resistance for cooking areas.

While this is helpful for some commercial (UL 268) applications such as university dormitories and hotels with cooking areas, the real challenge comes with residential UL 217 type detectors, which have traditionally been lower cost and based on single sensor technology (typically ionization or photoelectric) without advanced algorithms to prevent unwanted alarms. "Based on Siemens' detection knowledge, expertise in fire signatures and using our library of advanced algorithms to virtually prevent nuisance alarms, we're confident that our detection offerings will meet the new ANSI/UL 268 7th Edition test requirements," says Ouimette.

Siemens has used the new UL fire test room to perform fire tests with polyurethane foam and the nuisance resistance test based on cooking hamburgers. The results look very promising, says Ouimette.

Revamped Detectors, More Mobile Usage on Way

Adrienne Zimoulis, strategic communications leader with [Honeywell](#), offers that the company is about to launch a new line of smoke detection devices. The redesigned product family includes photo, photo/thermal, heat detectors, bases and accessories with plans to add specialty detectors in the coming months.

The new line helps address key challenges by ensuring the fire systems meet or exceed code requirements, notes Zimoulis, and installers can safeguard business continuity during UL 268 7th Edition standards update. The devices provide system reliability against false alarms, and reduced installation and maintenance costs for more competitive bidding.

The new detectors meet all end-user needs, Zimoulis adds. For example, dealers who target smaller facilities could offer a photo detector along with the fire/CO detector to meet new code changes, while an installer who targets high-rise facilities could emphasize a broader offering with remote test capabilities in the ducts, heat detectors in furnace rooms, photo detection across the main building, high sensitivity for a server closet, and the wider system connection.

Rodger Reiswig, director, industry relations with [Johnson Controls](#), said the company is working with using both blue and red LEDs for the detection of combustion products, as each color looks at different wavelengths.

JCI is also exploring the use of the Internet and sending information directly from a smoke detector to an authenticated smartphone or other mobile device. On the control side, the smartphone or tablet could also be used to reset the system, if via the device's GPS there is an indication that the user resides within the protected building.

A reset of the system would not be permitted if the user was not seen by the system as being within the protected premises, Reiswig explains.

[More Info](#)

Superion Acquires the Market's Main 911 False Alarm Technology

3.28.18 - Government Technology

The company is buying Public Safety Corp., the firm that makes CryWolf.

Superion, a major software provider for local government formally known as SunGard Public Sector, has acquired the main solution on the market for emergency responders to track false alarm calls to 911 systems.



It's the first acquisition [Superion](#) has made since it was acquired by the private equity firm Vista Equity Partners in 2017. Superion will take over [Public Safety Corp.](#), best known for its CryWolf software.

CryWolf, which helps fire department and law enforcement departments track false 911 calls, is the major player in its niche. According to a press release from Superion, CryWolf has about 90 percent of the share of its market.

Not that the market for the product is all that huge — yet. According to Superion Chief Executive Officer Simon Angove, PSC has about 300 customers.

There are about [18,000 local law enforcement agencies](#) and nearly [30,000 fire departments](#) in the U.S., so there are a lot of agencies that don't use this kind of software.

The software works by keeping tabs on who is calling 911 without a legitimate need for it. If a certain person racks up enough false alarms, the emergency responders can issue escalating fines to them, make them a lower priority when deciding which calls to respond to or even put them on a do-not-respond list. The reaction likely depends on local policy. The company boasts that it can save its customers major work hours by cutting down on the number of times an agency sends people out to nothing-burgers. In Los Angeles, police saw a 60 percent decline in false alarm calls from 102,500 in 2003 to 41,800 in 2011.

Especially if a department is understaffed and short on funds, using time efficiently is important.

"It's really dealing with the chronic staffing issues many law enforcement agencies are facing today," Angove said. Angove thinks emergency responders are starting to move past seeing the technology as a luxury add-on to the typical software package.

"What we're hearing increasingly from our customers ... is that this is becoming a standard part of a system, of a (computer aided dispatch)," he said.

Superion sells CAD systems, and has offered CryWolf to its customers as an add-on for about 14 years. Since there are many CAD systems on the market, CryWolf has integrated with software from other companies like TriTech and Motorola Solutions.

That won't change, Angove said — people with non-Superion CAD will still be able to use CryWolf. It might even become a standard feature in Superion's own CAD, but Angove said the company is still evaluating whether that would be a good idea.

Superion didn't disclose the terms of the acquisition.

30% of false burglar alarms triggered by insects inside the home

3.20.18 - Which?

Editors Note: This is an interesting article about a survey in the United Kingdom.

And 1 in 10 false alarms are set off by a pet

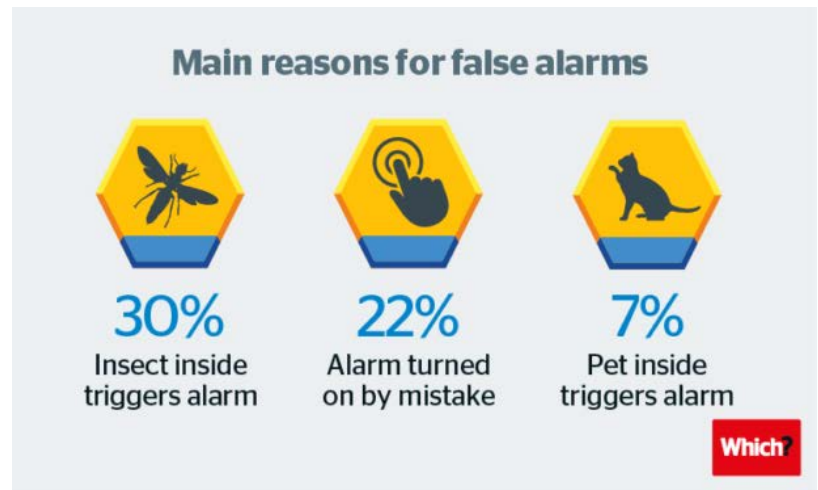
While burglar alarms are a valuable way of deterring potential thieves from targeting your home, it seems they can get a little confused about what counts as a break-in, with more than a quarter of you reporting that an insect had triggered an alarm.

In September 2017, we surveyed 3,412 burglar alarm owners. 74% had experienced a false alarm, and 24% of those had experienced more than one in the last year.

An insect inside the house was the most common cause of a false alarm. Other top reasons included the alarm being turned on by mistake and a pet triggering the sensors. Scroll down for some of the more unusual situations you told us about.

Bizarre causes of false burglar alarms When we asked people to explain why their alarm had gone off, we got some pretty interesting responses:

- 'Our budgie set it off, as he was attracted to the sensor light.' 'A deer came up to the patio window and was picked up by the PIR (sensor/motion detector).'
- 'A spider caused the alarm to sound in the middle of the night. I removed the spider and reset the alarm.'
- 'The postman pushed our letters through the letter box too enthusiastically, setting off the motion sensor in the hall.' 'A metallised helium party balloon was left in the hall when we went away. It slowly deflated and sank in sight of the sensor – how random is that?'



Read on to find out how you can minimise false alarms.

What happens when an alarm is triggered

When we asked people what happened after their false alarm was triggered, the top three things were:

- 50% Stopped the alarm themselves
- 29% A neighbour intervened
- 20% A keyholder went to the house

What happens when your burglar alarm goes off, whether or not it's a false alarm, partly depends on what type of alarm you have.

Monitored alarms

18% of the 3,412 people we spoke to have a monitored alarm. For these alarms, you pay a monthly or yearly fee to an alarm monitoring company, which will be notified when it is triggered.

The company will then either contact the police, or one of your nominated 'keyholders', depending on the type of contract you have chosen.

Standalone alarms

The majority of people (81%) have a standalone, or bells-only alarm. These make a loud noise when triggered, which can be a good deterrent. But nothing more will actually happen unless a willing neighbour checks it out.

Dialler and smart alarms

Some alarms will contact you directly when they are triggered. Dialler alarms will call or text your mobile phone, or that of a keyholder, using a Sim card that you'll need to keep active and topped up.

Smart alarms sync to your smart phone through an app, often as part of a wider security system, such as smart locks or security cameras. While these are usually free to use, they can sometimes require a lot of online data storage, particularly if they record camera footage around your home.

5 ways to minimise false alarms

Any false alarm is annoying, but more than one is infuriating. A small percentage of the people we asked have had as many as five false alarms in the last year.

If you have a monitoring contract in which the police are notified when your alarm goes off, three false alarms (four in Scotland) can mean you're struck off the police register and they won't respond again.

Even with a standalone alarm, a number of false triggers may mean that your neighbours are less likely to investigate when it goes off.

Here are our top tips for minimising the risk of false alarms:

1. **If you have pets, look for pet-friendly sensors.** You can adjust the sensitivity of some detectors, but it's best to check with your alarm company first. One member said: 'Our false alarm was caused by our cat jumping onto a work surface. The sensitivity has since been adjusted.'
2. **Change the batteries in your sensors** as soon as they're low. One member said: 'The main unit and PIRs need batteries to work. If the batteries are low and you don't replace them soon enough, then the alarm goes off.'
3. **Get your alarm serviced regularly**, ideally once a year, to check it's all in good working order.
4. **Make sure sensors are installed securely** and where they won't be easily obscured or nudged out of place.
5. **Clean and dust motion sensors occasionally.** Dust and dirt can collect on detectors and potentially set them off. Cleaning should also prevent spiders creating webs and walking across them, which causes a lot of false alarms.

While mistakes can happen, it's important to take all alarms seriously, in case there is a problem. If you have a bells-only alarms, it's worth speaking to a neighbour you trust and giving them your phone number and possibly a key, so they can let you know or go in if something doesn't seem right.

[More Info](#)

FARA's Believe it or Not

By: *Brad Shipp*

- **CA: Burglar squeezes through La Mesa home's doggie door, raids jewels**
3.22.18 - 10News - San Diego (KGTV) - A burglar squeezed through a doggie door and past a security system at a La Mesa-area home, making off with thousands of dollars in sentimental jewelry. ... [More Info](#)
- **IL: Police: Decatur man stages burglary after tripping security alarm**
3.10.18 - Herald & Review - Decatur - A 24-year-old man was arrested Thursday after police said he tried to open a relative's safe, triggered a security alarm and then ransacked her home to make it seem like someone had broken in. He faces a ... The affidavit said officers were sent to a home in response to a burglary alarm. [More Info](#)
- **MA: Cohasset police log, Feb. 26-March 4**
3.10.18 - Wicked Local - 10:20 a.m.: An alarm was reported at a residence. Police reported a young squirrel in the home and made contact with the homeowner.... [More Info](#)
- **MD: Police: Man pulls apartment building fire alarm 37 times, blames ...**
3.16.18 - WJLA - Silver Spring, Md. (ABC7) - The clanging sound of a fire alarm has echoed throughout the halls of a high-rise apartment building 37 times in the last four months, all thanks to one man, Montgomery County Police allege. The onslaught of malicious fire alarm activations at the Park Montgomery Apartments ... [More Info](#)
- **OK: Man sleeps at Target after closing time, sets off fire alarm**
2.27.18 - KRMG - Tulsa, Okla. - A homeless man goes free after falling asleep inside a Target store before closing time. Tulsa police say the man was asleep inside the store's lounge, but set off the fire alarm when he left around 2 a.m Tuesday. The man pickup up some items before leaving, but left ten dollars on a cash register as payment. [More Info](#)
- **TX: Anchors React When Fire Alarm Goes Off During Live Show**
3.19.18 - TVSpy - You do what anyone would do. Stop and ask yourself if it's just a test or real. And that's what WFAA morning anchors Ron Corning and Kara Sewell did on Friday. "Does this mean we really have a problem? This is going to be really hard to talk over," said Corning. The team did a quick intro to a story before they decided it ... [More Info](#)
- **VT: Police: Burglar tracked 2 miles in snow**
3.16.18 - Rutland Herald - Vermont State Police said they arrested Dylan M. Greeno, 20, and cited him to appear Monday in Middlebury criminal court on a felony burglary charge. Police said they responded around 1 a.m. to an alarm at the business and found it had been broken into and unspecified items were stolen. Police said they found tracks ... [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!

Door to Door Sales

Courtesy of NESAs

- **Tips on handling door-to-door solicitors**
3.1.18 - KSLA-TV - Complaints on social media are growing over a group going door-to-door claiming to sell alarm systems. Allegedly, the salesperson says they're with Vivint, a smart home security system provider, and will ask about your current security provider. According to a spokesperson from Vivint, ...[More Info](#)
- **Home alarm companies sending sales teams to Bay Area**
3.1.18 - ABC7 News - Home alarm companies are sending squads of sales people into Bay Area neighborhoods - trying to get you to switch from your company to theirs. North Bay resident Yolanda Jackson says ... [More Info](#)
- **Here are some tips to help you deal with door-to-door solicitors**
3.4.18 - Tyler Morning Telegraph - In East Texas, door-to-door salespeople typically work March to September. One Tyler resident contacted The Better Business Bureau regarding an alarm system company's salesperson going door to door in her neighborhood. The resident told the BBB the salesperson was requesting her account information to see if she ... [More Info](#)
- **Use Caution With Door-to-Door Solicitors**
3.6.18 - Gilmer Mirror - Spring officially begins later this month, and as the temperatures get warmer many door-to-door solicitors have begun hitting the pavement. They market everything from alarm systems, magazine subscriptions, cleaning supplies, handyman work and charitable organizations. Better Business Bureau serving Central East ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Contract approved to continue Paradise Valley police alarm service**
3.6.18 - Paradise Valley Independent - Paradise Valley Town Council has unanimously approved a contract that will allow its legacy police alarm program to continue. On Thursday, Feb. 22, the Town of Paradise Valley's elected leaders voted 7-0 to award a contract to Dynamark Monitoring, Inc. for alarm monitoring services. The vote was anticipated after town ... [More Info](#)
- **FL: Businesses, police using new alarm system**
3.12.18 - Palm Beach Daily News - Christine Cunningham, lead communications supervisor with the Palm Beach Police Department, said it takes about 10 minutes for an alarm company to even call the police without the system. The alarm company must first call the tenant and the property owner before calling the nonemergency line at the police station, ...[More Info](#)
- **FL: Clearwater alarm ordinance updated**
3.16.18 - Tampa Bay Newspapers - Clearwater – As it works to achieve its second-century goals, the city has updated its security alarm system ordinance to reflect the new digitization of the program. Clearwater Police Chief Dan Slaughter appeared before the Clearwater City Council on March 12 at City Hall to seek approval for the amendments to the ... [More Info](#)
- **FL: Security Alarm Systems in Clearwater, Fla., Must Now Be Registered With Police**
3.21.18 - Amendments to the city's security alarm system ordinance reflect the adoption of a new digital accounting system, along with modification to a fee payment schedule. [More Info](#)
- **GA: Sandy Springs aims to stop broadband bill to protect right-of-way**
3.8.18 - MDJOnline.com - In other news, Police Chief Ken DeSimone said most alarm companies are complying with the city's amended false alarm ordinance, which was approved by the council in September and went into effect the following month. However, Capt. Danny Nable said the city has not received all the funds from the bills it has sent out ... [More Info](#)
- **IN: Fort Wayne Five: Top five outstanding false alarm fines**
3.5.18 - News Sentinel - At No 5, the Red Roof has totalled \$1,050 in fines for outstanding false alarm fined between April 2017 to present. Coming in at No. 4 on our list of top outstanding false alarm fines in the area is Robert L. Beecher, totalling \$1,125 in fines between Dec. 2012 to ... [More Info](#)

- **MN: Waseca City Council approves street light, fire call fees**
3.22.18 - Southernminn.com - The city currently charges for excessive false alarm calls, said city Finance Director Shelly Kolling. The council voted unanimously in favor of adding \$500 charges for building or structure fire, vehicle fire and motor vehicle accident calls within Waseca city limits, effective April 1. Conrath pointed out that area residents will not ... [More Info](#)
- **ON: Campaign aims to reduce accidental 911 and false alarm calls in ...**
3.6.18 - CTV News - Essex County OPP and the Town of Tecumseh are working together to decrease accidental 911 and false alarm calls for service. A review of accidental and false alarm calls over the 2013-2017 period has indicated that on average, 572 accidental 911 calls and 665 calls for residential and commercial false alarms were ... [More Info](#)
- **PA: False alarms may cost more**
3.2.18 - Standard Speaker - Hazleton - City property owners could face steeper penalties for false activating security and fire alarm systems that draw repeated responses from police and firefighters. Mayor Jeff Cusat and representatives from the fire department asked city council to consider updating the city's 23-year-old alarm devices ordinance ... [More Info](#)
- **TX: Sheriff seeks more participation in community crime meetings**
3.3.18 - Chron.com - One safety deterrent is home alarms and when homeowners install them, they need to obtain a permit from the sheriff's office, which costs \$35, said deputy Stacey Tilley. "If you don't have a permit for your alarm system and you have a false alarm go off, the county's going to send you a \$75 bill," she said. While only four ... [More Info](#)
- **UT: Council hears report on crime, criticizes proposed solutions**
3.21.18 - Standard-Examiner - Adopt an alarm ordinance intended to reduce the number of false alarms and save officers' time. Increase awareness of online reporting of crimes. This would include making online reporting mandatory for some minor crimes and creating a civilian position to process online reports. Increase the number of positions in the ... [More Info](#)
- **WA: Sheriff's Log 2/28/2018**
2.28.18 - Port Townsend Leader - Under a new Jefferson County Alarm Ordinance, a false alarm subjects the property owner to a fine and possible suspension of a response by the sheriff's office to future alarms, according ... "If you have an alarm, please make sure you have a permit and you maintain your alarm system to prevent false alarms," Frank wrote. [More Info](#)




Industry News

Courtesy of NESAs

- **MONI Smart Security and LiveWatch to rebrand as 'BRINKS Home Security'**
2.26.18 - SIW - Company's CEO discusses why they decided to bring the household name back to residential security ... [More Info](#)
- **HAWK Security opens new office**
3.1.18 - SSN - Fort Worth, TX - Hawk Security Services, a member of the My Alarm Center family of brands based here, recently announced the opening of its newest office in Plano, Texas, joining the company's existing Texas branches in Fort Worth, Tyler, Houston and San Antonio. [More Info](#)
- **CES Launches to Provide Security Integration Services to Mid-Atlantic Region**
3.2.18 - SSI - Newly created Communications Electronics Systems will provide full-service security integration services to commercial and government end customers. [More Info](#)
- **ADT Acquires Aronson Security Group (ASG); Grows National Accounts Portfolio**
3.5.18 - SSI - Based in the Pacific Northwest, ASG will provide ADT with expertise and new solutions, services and enhanced experience for commercial and national accounts customers. [More Info](#)
- **ADT continues integrator acquisition spree, buys ACME Security Systems**
3.13.18 - SIW - Company further expands its footprint in the commercial market with its fifth acquisition since last summer... [More Info](#)
- **ADS Security Spearheads ASAP to PSAP Efforts in Brentwood, Tenn.**
3.16.18 - Security Sales & Integration - Alarm companies such as ADS will be able to electronically send information like addresses, names, and alarm information directly to 911 operators in Brentwood. The information appears in an "instant messaging" box for the 911 operators to quickly review. They then are able to provide real-time dispatching information ... [More Info](#)
- **COPS to offer mPERS monitoring**
3.14.18 - SSN - Williamstown, N.J.—COPS Monitoring, a company with a network of six monitoring centers across the U.S., is looking to monitor mobile personal emergency response systems for its dealers this year. [More Info](#)

Legislative News

Courtesy of NESAs

Bill Text	Description	History
CAAB02603 Text 	Cunningham (A) Proprietary security services. An act to amend Section 7574.10 of the Business and Professions Code, relating to professions and vocations. Status: 02/16/18: May be heard in committee March 18. Current	History
GAHB00826 Text 	A BILL to be entitled an Act to amend Chapter 1 of Title 35 of the Official Code of Georgia Annotated. Relating to general provisions regarding law enforcement officers and agencies, so as to provide that an alarm monitoring company may contract out the requirement of attempting to verify an alarm prior to requesting law enforcement to be dispatched to the location of the alarm; to provide for related matters; to repeal conflicting laws; and for other purposes. Status: Feb/23/2018: Senate Read and Referred.	History
NJAB03554 Text 	Prohibits sale of certain alarm business signs and decals. Companion bill: S1869. Status: 3/12/2018: Introduced, Referred to Assembly Consumer Affairs Committee	History

FARA Mission Statement

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

Contact Us

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

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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