



# InfoLink

Information for Public Safety False Alarm Reduction Professionals

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**2012 Symposium  
Packets were  
mailed to you!**

**If you did not receive  
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Download Your  
Copy**

## Come to Beautiful Albuquerque for the FARA Training Symposium!!



Our symposium is here! When you receive this newsletter, we will only be a couple of weeks from gathering in beautiful Albuquerque for great FARA training. We have secured excellent instructors to cover a wide range of topics to benefit the membership and their efforts to reduce false alarms. If you are scheduled to be there; fantastic! If you haven't completed plans to be there; you need to get it done! You don't want to miss this great training opportunity.

What to do if you are planning to be there a day early, or stay a day or two extra.....You may visit [www.itsatrip.org](http://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. If you have a specific question that needs a person to answer, call the visitors bureau at 1-800-284-2282. Also, here's a link to visit to search for affordable events in Albuquerque (\$10 and under and free events): [www.itsatrip.org/deals-packages/affordable](http://www.itsatrip.org/deals-packages/affordable). When you get to this page, just scroll down and you will see the links.

Let's look to the future. 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**  
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**Homesafe Security Systems**  
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**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 4-** This month, your assignment is to:

- 1. Gather and read the following materials from the FARA website.**

**Other**

- ☐ FARA Annual Report
- ☐ IQ website <http://www.iqcertification.org/>
- ☐ PDQ mission statement <http://www.siacinc.org/PDQ.asp>
- ☐ Security Industry Alarm Coalition mission statement [http://www.siacinc.org/about\\_us.asp](http://www.siacinc.org/about_us.asp)

**Ordinances & Resolutions**

- ☐ FARA Model Burglar Alarm Ordinance
- ☐ FARA Position Paper – Smoke Emitting Devices
- ☐ FARA Resolution Regarding Duress/Hostage Codes
- ☐ FARA Resolution Regarding Single-Action Panic Buttons Located on Key Fobs and Pendants
- ☐ Mobile Security Devices Position Paper and Model Ordinance

- 2. Find the publications that match the points in objectives 2 and 5.** 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.
- 3. 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.
- 4. Review the following exam taking pointers.**
  - a.** If you have to spend time trying to find the information/answers, you will never finish.
  - b.** Become familiar with what is in each publication. It is not necessary to know them verbatim; just be familiar with the subject matter so you can quickly refer to the appropriate publication.

## 5. Don't forget your test materials when you pack for Albuquerque!!!

- a. If going the traditional route, make sure that you have your notebook, the list of objectives, and all of the publications.
- b. If using a computer, make sure that you pack the zip drive, the power cord, and the laptop.

\*\*\*If you have questions, visit the new Exam Prep section of the **FARA Forums** for support and to ask questions.

**Good Luck! You have worked hard and your preparation will pay off!**  
**We are confident that you will join the elite group of**  
**Certified Alarm Managers!**

\*\*If you missed Steps 1 -3, they may be found in the January, February, and March 2012 editions of the FARA InfoLink or on the website at <http://faraonline.org/certification-exam-prep-2/>.



**You can do this!**

## CAM Spotlight – Patricia Ball

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

While everyone is counting down the days until Albuquerque, the Training and Certification Committee continue to make progress on the FARA website Power Point training presentations. The Committee also continues their efforts on awareness of the C.A.M. program. In that spirit, it is time to present you with another fabulous member who has achieved their certification. This edition, the spotlight falls on Patricia Ball of the City of Kirkland Police Department in Kirkland, Washington. Read on for more about Patricia!



### Current Position?

It is my privilege to manage the False Alarm Reduction Program for the City of Kirkland Police Department. My position is a bit unique. I work part time for Finance and part time administering the alarm reduction program on behalf of the Police Department.

### Hobbies or Interests?

Anything that includes my family and particularly my grandbabies is a highlight. You can't go by my desk without seeing a few photos. I love to sew, read, and sing in my church choir. I directed a 100+ voice children's choir for 20 years so music, movement and a good message are also a passion for me.

### How long have you been a member of FARA and do you participate in any FARA committees or activities?

As soon as I became aware of what a great resource FARA was, I became a member in 2007. My program was new and the support offered by FARA has been invaluable. Currently, I am the recording secretary for the Membership Committee. Committee involvement has furthered my ability to benefit from my FARA affiliation. It has been rewarding and a great way to get to know my FARA colleagues.

### **When you did you first obtain your certification?**

In 2008, I attended the symposium in Charleston with the objective of obtaining my CAM.

### **What made you decide to take the exam?**

As the person breaking ground in Kirkland with regards to this program, the certification was important to give our program added credibility. Also, I was interested in increasing my knowledge base and preparing for the exam was a great way to do that.

### **Did you any get response from employers, alarm industry, members of the community about your achievement?**

My command staff was very supportive and proud of the achievement. Alarm users ask what the CAM after my name stands for and it allows further dialogue with them that only enhances the credibility of our program. It is also an opportunity to direct them to the FARA general website for information.

### **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 largest difference it has made for me is an increase in my confidence. Also, in 2009 when we were putting major revisions to our program before Council, it enhanced my ability to speak to industry standards across the nation. I was heard and respected due to my affiliation and certification with FARA. At some point, should I move on from this position, it will only be a positive and reflects initiative as an individual to do all possible to equip myself to do any job well. We all need to remain marketable in this current economy.

### **Do you think others could benefit from achieving their Certification status?**

Absolutely, obtaining certification through FARA to show that we are serious about the efforts we all work so hard at on a daily basis is only a plus. I highly recommend sitting for the exam to anyone who asks me. It is challenging but if you organize your materials well and familiarize yourself with them while you are doing so, you can do this.

### **Where is your certificate now? (Displayed on wall? Hidden in a drawer?)**

My certificate is proudly displayed on my cubby wall, just above my photo homage to my grand babies.

## **Membership Committee**

*By: Patricia Ball, City of Kirkland, WA*

The Membership Committee would like to thank those of you who took the time to answer our recent FARA assistance request. Your responses to the following questions were enthusiastic.

1. What are some of the advantages you have experienced from your FARA membership?
2. When was the last time you accessed the FARA website to find information or to use one of the many bulletins/papers available?
3. Is there someone in your area who would benefit from becoming a FARA member? Have you made contact with them to tell them about FARA?

Some of your answers were, "The advantage of an international support group of folks who share my everyday responsibilities. Members who have given me advice, offered support, and listened to my needs." "...other people to commiserate, communicate, and console." "The publications, particularly the fliers and bulletins, are a superb benefit we have taken advantage of.....using them as inserts has not increased postage and we are getting a significant amount of literature out to our alarm users." "My counterparts in other jurisdictions bounce ideas off of each other all the time-those relationships have cemented through our FARA fellowship."

"I have accessed the new FARA website within the last week. I try to access the site at least once a month."

All of this and more. Why wouldn't you share your passion about FARA with others who would benefit from our association? The Membership Committee is asking you to consider those in your region who would benefit from FARA. Please take a moment and send them a brief introduction and encourage them to take a look at the website. There is strength in numbers. It benefits us all to have a vital and growing association.

## Nominations for FARA Achievement Awards Needed!

*By Brad Shipp, FARA*

**Are you proud of your alarm management program?**

**Do you have a terrific success story to share?**

**Do you want the world to know about it?**

**Then tell us!**

**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 Albuquerque. 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.

- **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 20, 2012 to be considered.**

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



## Communications Committee News

*By: Norma Beaubien, Chair*

We are happy to report that we have added two new bulletins to the FARA publications library, which address specific problems with restaurants and other commercial establishments. The first one entitled "False Alarms to Go – Restaurant False Alarm Reduction" addresses specific false alarm issues that occur in restaurants. The second one entitled "Reduce Commercial False Alarms – Improve Your Bottom Line" deals with general problems and solutions found in commercial facilities. Please visit the FARA web site to download our two newest bulletins. You can mail them out to problem accounts or take them with you when you visit a restaurant or commercial alarm user to discuss their false alarms. If any member has an idea for additional bulletins, please let us know, and we will be happy to create something for the entire membership to utilize.

In other Communications Committee news, we are proud to announce that we have our very own page on the FARA web site! You can find us by visiting [www.faraonline.org](http://www.faraonline.org), then click on Members and a drop down list will appear showing Committees. You will find the Communications Committee link there. The page provides an overview of what the Communications Committee is all about and provides links to items such as our meeting agendas and minutes, strategic plan initiatives, annual reports, and a complete up to date publications checklist, among other things. We are anxious for FARA members to visit the page to learn more and perhaps even join us for a teleconference. We welcome your input, so if you have any suggestions on how we can make the page more beneficial to you, please drop an e-mail to committee Chair Norma Beaubien at [norma.beaubien@montgomerycountymd.gov](mailto:norma.beaubien@montgomerycountymd.gov).

## FARA is on Facebook

*Amy Lowe, CAM - Lynchburg Department of Emergency Services*

Everyone that's on or uses Facebook!!!!- Go to False Alarm Reduction Assoc on Facebook and go to the Post from March 23rd about alarm summer sales and "Like" it, we want to spread word and let people know the info we have on alarm summer sales!!!! Don't be shy!!!

This Post has a link to [faraonline.org](http://faraonline.org), at the home page they are to go too "alarm users" and then "alarm user protection". There is some great info here for all on protecting yourself, taking time to make a decision on an alarm system, & the right to cancel, etc!!!!

Last but not least by "sharing" this post and "liking" FARA on Facebook it gets the word out about FARA!!

IDEA'S everybody has them right?

In my unit I did a post last night and then linked FARA's website and I sent out an email this morning to my fellow employees on summer sales and asked them to take a look at [faraonline.org](http://faraonline.org) and to go and "like" my post!!!

Thanks :)  
Amy

## News from the Mid-Atlantic Chapter of FARA

*By Eileen P. Skidmore*

The Mid-Atlantic Chapter of FARA held its second 2012 quarterly meeting on March 21, 2012 at the Montgomery County Police Department in Rockville, Maryland.

We are pleased to announce that the Baltimore City Department of Housing and Community Development and City of Frederick are now members of FARA, which automatically makes them members of the Mid-Atlantic Chapter. Several alarm companies are pleased to have contacts in the City of Baltimore and look forward to working with them in their efforts to get property owners to register their alarms. The group did learn that Baltimore City has a policy that no 911 call can be canceled once it is dispatched.

Corporal Rich Colmus, Anne Arundel County reported he was able to resolve the difficulties he was having with some monitoring companies not complying with the ordinance in how calls were coming into dispatch. Monitoring companies will now identify themselves when calling into 911 for a dispatch for an alarm activation. He will be retiring in the near future and his replacement, Corporal Jimmy Miller, was in attendance at the meeting.

The City of Frederick is still working on revising their alarm ordinance. Chapter members have offered to assist with any additional questions or recommendations.

Captain Jim Eyler reported that the final draft of the Harford County False Alarm Ordinance has been completed. FARA Mid-Atlantic Chapter will be contacting FARA to request approval to send a letter of support for the Harford County False Alarm Ordinance. Captain Eyler's promotion will take him to another assignment. His replacement, Lieutenant Mike Crabbs, attended the meeting.

Shellie Reid previewed the new Chapter pages on the FARA Web page. Suggestions were solicited for additional information to include on the Chapter pages. A link to each Chapter member's false alarm web page was suggested and the idea was well received. Other suggestions can be made to Shellie at any time.

There was a brief discussion on "summer sales" and the fact that door-to-door sales have already started in Howard County. Several alarm users from that county indicated that sales people were misrepresenting themselves as the customer's alarm company. If citizen's want to make a formal complaint it was suggested that doing so with the Maryland Attorney General's Office is an excellent place as this office has the authority to ban unscrupulous companies from doing business in the state. The Maryland Attorney General, Consumer Protection Division can be reached at 410-528-8662. It was also suggested that perhaps jurisdictions could have public service announcements, through their offices of public information, alerting consumers to possible fraud by door-to-door sales people. Sue Clark, retired Chapter member, also mentioned that FARA has a Facebook page and this could be a good vehicle for getting out warnings to consumers regarding fraud.

Elections took place for secretary, one director (public safety) and associate director (industry). The 2012 board of directors for the Mid-Atlantic Chapter of FARA is:

President – Shellie Reid, Loudoun County (VA) Sheriff's Office  
Secretary – Karen Lauzier, Loudoun County (VA) Sheriff's Office  
Director – Gary Mitchell, Harford County (MD) Sheriff's Office  
Eileen P. Skidmore, Howard County (MD) Department of Police  
Associate Director – Ken Roussey, Vintage Security

There was an exceptionally good turnout for the meeting in part because a "surprise" thank you was planned to honor Norman Beaubien (in anticipation of her retirement in September). We did indeed surprise her (which isn't easy)! The Chapter presented Norma with a book, *The Founding Mothers* by Cokie Roberts, the history of the women who were key figures in our revolutionary period (with well wishes from members inscribed in the book). This book seemed appropriate since she was a "founding mother" of FARA. Also presented was a retirement t-shirt with the phrase: RETIRED – Don't ask me to do a d\_ \_ \_ thing!

Dick Avnet, President, Maryland Burglar and Fire Alarm Association (MDBFAA) presented Norma with a plaque naming her an honorary member in recognition for her extensive work in false alarm reduction.

Steve Heggemann presented Norma with a plaque from the IQ Certification Board in recognition of her years of service to the Electronic Life Safety & Security Industry in the cause of False Alarm Reduction, the development of Alarm Management Policies and Procedures and her dedication to the growth and advancement of the Installation Quality Certification Program. After enjoying cake, the group went to lunch to continue the celebration.





Norma, you will be sorely missed, but we still have you for five more months and we intend to continue to learn as much as we can from your wealth of experience and knowledge.

The next meeting will be June 13, 2012, 10:00 AM - 12:00 PM in the City of Frederick, MD. We hope to have as great a turn out as we did for this meeting. This may be your last chance to wish Norma well as she anticipates turning the page and beginning a new chapter in her life. MARK YOUR CALENDARS!

## Featured Manual – Proactive Alarm Industry Customer Service

By Brad Shipp, FARA

Alarm companies and local police jurisdictions need to maintain credibility with their customers; the alarm information relayed to emergency services must be as consistent as possible. For these reasons, FARA has prepared this publication in an effort to work with the alarm industry in developing good business practices that will reduce false alarms to which public safety responds.

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.



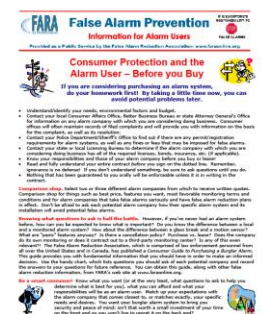
## Featured Bulletin – Consumer Protection Before You Buy!

By Brad Shipp, FARA

The Consumer Protection Before You Buy bulletin covers what consumers who are considering purchasing an alarm system, should do for homework first! By taking a little time now, they can avoid potential problems later.

The full list of FARA bulletins can be accessed on our [web site](#).

We encourage you to use these informational bulletins as bill stuffers, handouts at meetings or to send to individual problem alarm users.



## FARA's Believe it or Not

By: Lisa Espinosa, Newsletter Editor

- 'It was the city of Portland snow globe that tried to burn my house down'**  
3.21.12 - KPIC - MILWAUKIE, OR - Space heaters, burning cigarettes, clutter around the fireplace – those are all things you probably consider fire hazards around the house. But what about a snow globe?

As improbable as it sounds, firefighters say a snow globe was to blame for a charred couch at a Milwaukie home on Saturday. "It was the city of Portland snow globe that tried to burn my house down," Ken Gambell said.

On Saturday evening, the sun was in just the right position shining through the Portland snow globe perched in Gambell's window. It focused a beam of light directly on his couch. That beam of light got hot enough that it started to burn the couch, setting off the smoke alarm. A neighbor heard the alarm, came to investigate and found the beam of light focused on the smoldering couch, according to Clackamas Fire District #1 spokesman Steve McAdoo.

"Apparently when the sun came out, the 15 minutes it showed this year, it hit this globe and created like a magnifying effect on the back of the couch," Gambell said. As McAdoo wrote in an e-mail to KATU News, "Kind of like when you would burn ants with a magnifying glass. Weird, huh?"

McAdoo said it was a good thing Gambell had a working smoke alarm. The neighbor who heard it called 9-1-1 and firefighters put out the fire before it spread to the rest of the house.

"We just want people to be aware of these rare occurrences and know that if it wasn't for him having a smoke alarm it could have been much worse," McAdoo said. "I'm just lucky to have good neighbors," Gambell said. "I mean he heard the smoke alarm in my house from his house, which is probably a block away."

Despite the close call, Gambell has certainly maintained his sense of humor. "They can't start a fire on Survivor with flint and tinder," he said. "But I can start one in my house with a snow globe." [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 [lespinosa@beavertonoregon.gov](mailto:lespinosa@beavertonoregon.gov) and we'll put them in the next InfoLink for all to share!

## **Mission 500 Honors Monitronics Volunteer With Humanitarian Award**

*3.22.12 - Dallas, TX - Security System News*

Mary Jensby, central station and data entry director for Monitronics, is well known in the industry for her work with the CSAA and ESA. Now she's been recognized for service outside of security that she calls "near and dear" to her: helping the less fortunate in the Dallas-Fort Worth area.

Jensby has been named the recipient of the 2012 Humanitarian Award from Mission 500, a nonprofit organization dedicated to serving children and communities in crisis. The award pays tribute to individuals in the security industry who make important contributions to those in need.

"It is an honor to receive this award," Jensby said in a prepared statement. "I am very proud to be joining an elite group of previous winners. Giving back is near and dear to my heart, especially in these rough economic times."

At Monitronics, Jensby has taken the lead on volunteer initiatives to help the Salvation Army and a North Texas food bank. The efforts of Jensby and her teams include preparing and serving meals, unloading trucks, stocking shelves, clearing tables and washing dishes.

She also led a sock drive for the Salvation Army and a silverware drive that brought in 500 forks, knives and spoons. Before the donation, workers had to wash silverware before serving the next group of people at each meal.

"Fork it over had an entirely different meaning," Jensby told Security Systems News. "[I] told the central station employees what was needed and they came through for this big donation."

Jensby has served as chairwoman of the Monitronics Christmas committee since 2008. Last Christmas, her Monitronics team "adopted" 55 fifth-graders from a local elementary school and made sure they received more gifts than the year before by increasing donations to the company's toy drive. She also headed an effort to wrap and donate Christmas gifts for 81 residents of a local nursing home.

"Volunteering is important to me because it gives me the opportunity to make a difference in someone's life at a time when they need it most," Jensby said. "It's not about making monetary donations or contributions; it's about the self-satisfaction that I had an impact to make someone or something better, even if it was for a short time." Jensby received the Mission 500 award at ISC West in Las Vegas.

## Deputy Crashes Cruiser, Pulled Out Before Fire

*4.8.12- Fort Wayne Journal Gazette - Fort Wayne, IN* [More Info](#)

A DeKalb County sheriff's deputy was pulled from his crashed police cruiser just before it caught fire Friday night.

Deputy Brady Thomas was responding to assist Butler officers on a residential alarm call just before 8 p.m., when his route along Indiana 8 was blocked by a train on County Road 61 near the SDI plant. Thomas turned around to go south on County Road 61, as he neared the intersection of Indiana 8 and County Road 59, he began to slow his cruiser but didn't get it slowed enough to make a left turn.

He skidded across the intersection and landed in a ditch, hitting a large culvert, according to a report from the DeKalb County Sheriff's Department. Thomas suffered a broken right ankle and bruised ribs. He was treated and released at a hospital. Three people in the area, Storm Evans, Codi Mumma and Deeanda Holtzberg saw the car in the ditch and helped Thomas from the vehicle, which then caught on fire. The report did not say where the three people were from.

## 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](mailto:jschommer@publicsafetycorp.com)

**Note: FARA prints announcements from Members on request**

## Joke of the Month

An elderly man was stopped by the police around 2 a.m. and was asked where he was going at that time of night. The man replied "I'm on my way to a lecture about alcohol abuse and the effects it has on the human body, as well as smoking and staying out late."

The officer then asked, "really? Who's giving that lecture at this time of night?"  
The man replied, "that would be my wife."

Do you have any great jokes to share? Please send them to [lespinosa@beavertonoregon.gov](mailto:lespinosa@beavertonoregon.gov)

## News on Door to Door Sales

*Courtesy of NESL*

- **Customer Complaints Force Pinnacle to Reform Business Practices**  
3.13.12 - Palm Beach, FL - Security Sales & Integration - Pinnacle Security has settled a claim with the Florida Attorney General's Office after consumers complained that the door-to-door sales company misled them, according to The Palm Beach Post. [More Info](#)
- **SK: Consumer Alert: High Pressure Security Alarm Salesmen**  
4.5.12 - Better Business Bureau - The Better Business Bureau of Saskatchewan is warning consumers to beware of high-pressure Security Alarm salesmen going door-to-door selling alarms and ... [More Info](#)

## Public Safety Updates

Courtesy of NESAs

- **AZ: City, police to send alarm owners notice of fees**  
4.6.12 - Inside Tucson Business - Tucson, AZ - The Tucson Police Department says it has begun notifying security alarm owners of the city's new annual fee for fire alarms. Although the fee schedule went ... [More Info](#)
- **AZ: Gilbert offers false alarm prevention class**  
3.24.12 - East Valley Tribune - Gilbert, AZ - If you recently had an alarm system installed in your house or work place, or if you wish to know more about how to prevent false alarms, ... [More Info](#)
- **AZ: Tucson's new false-alarm ordinance takes effect Sunday**  
3.31.12 - Tucson, AZ - TucsonSentinel.com - A city ordinance requiring that all alarm users within Tucson city limits register their alarms with the Tucson Police Department will take effect Sunday. [More Info](#)
- **CA: All of those false alarms cost taxpayers**  
3.21.12 - Bakersfield Californian - Bakersfield, CA - So every time one rolls out of a county fire station to respond to a false alarm, that's money going up in fumes. In the past 14 months, the Kern County ... [More Info](#)
- **CA: Burglar alarm registration fee surprising Salinas residents**  
3.13.12 - The Salinas Californian - Salinas, CA - City officials said Monday that Salinas residents with home burglar alarms will be getting registration bills in the mail and that these invoices are not ... [More Info](#)
- **CA: False alarms costing the county**  
4.8.12 - San Luis Obispo Tribune - San Luis Obispo, CA - That figure does not include the cost of off-hours false alarms, or the cost to city taxpayers for its firefighters. Dissatisfied with the pace of ... [More Info](#)
- **CA: Police, fire cracking down on false alarms**  
4.3.12 - Bakersfield Now - (KBAK/KBFX) Bakersfield, CA - If you live within the Bakersfield city limits, and you have a security alarm system, you must continue to register your alarm or face a fine. [More Info](#)
- **GA: Crying 'wolf' in F'ville will cost you as false alarm penalties go ...**  
4.4.12 - The Citizen.com - Fayetteville, GA - The Fayetteville Police Department's new False Alarm Reduction Program began April 1 and registration will continue through May 1. [More Info](#)
- **GA: Lilburn City Council Meeting Agenda**  
3.12.12 - Patch.com - Lilburn, GA - ... LLC for the purpose of administering and managing the City's Alarm Management Program, in accordance with the provisions of the City's Alarm Ordinances. [More Info](#)
- **GA: New fire marshal fees could generate \$1 million**  
3.27.12 - Champion - Dekalb, GA - ... special activity permits, providing reviews and inspections for alarm and detection systems, automatic sprinkler systems and hood suppression system. [More Info](#)
- **IL: Montgomery County cracking down on false alarms**  
3.20.12 - The State Journal-Register - Hillsboro, IL - The sheriff's office requested the ordinance saying deputies could be injured rushing to calls that turn out to be false alarms. "When a security alarm is ... [More Info](#)
- **LA: Plan targets false alarms**  
3.20.12 - The Advocate - Baton Rouge, LA - Baton Rouge police responded to 22347 burglar alarms at businesses and homes in 2011 - but ... [More Info](#)
- **MD: Baltimore police launch daily newscast**  
3.16.12 - WBAL-TV - Those in the news business have some new competition in Baltimore. City police officials said they believe the Baltimore Police Department is the first in the nation to launch a daily newscast. "BPD-TV" will stream live from Baltimore City police headquarters weekdays at 12:30 p.m., and each episode will be archived on the Baltimore Police Department's website. [More Info](#)
- **MI: Alarm company making donations for police response**  
3.28.12 - MLive.com - AP Detroit, MI - An alarm company plans to make a \$200 donation to the Detroit Public Safety Foundation every time police in the city catch burglary ... [More Info](#)
- **MI: Alarming Response: Former Cop Says Security Company Failed Her**  
4.4.12 - MyFox Detroit - WJBK - Detroit, MI - Since Detroit Police enacted a new policy stating that alarm companies had to verify a break in before and officer would ... [More Info](#)
- **OH: Cleveland needs to cut down on false burglar alarms: editorial**  
3.12.12 - Plain Dealer - Cleveland, OH - Mayor Frank Jackson's administration wants to hold property owners accountable for false alarms that unnecessarily stretch an already thin blue line, ... [More Info](#)
- **OK: Tulsa 911 dispatch memorial**  
4.8.12 - KOKI FOX 23 - Tulsa, OK - "It all started when the fire chief donated the fire alarm box to us and it's 107 years old." Pestel has been a dispatcher since the summer of 1991. [More Info](#)
- **PA: Twp. Cuts Alarm Registration Fees in Half**  
3.23.12 - Patch.com - Washington, PA - The Washington Township Committee recently amended an ordinance that will lower the cost of house alarm registrations. The effort, championed by ... [More Info](#)



- **TX: Alarm Industry Partners With Texas-Based PD on Video Response Program**  
4.5.12 - Grand Prairie, TX - In an effort to combat property crime and reduce false alarms, the police department here has teamed up with the alarm industry and the National Insurance Crime Bureau (NICB) for the Partnership for Priority Video Alarm Response program. [More Info](#)
- **TX: Crime tips go high-tech in Texas**  
4.3.12 - Houston Chronicle - Residents in the Tomball, Texas, community now have the ability to help their city police officers fight crime through the use of a cell application that can be downloaded to an iPhone or Android smartphone. The application, known as TipSubmit, is similar to the iWatch phone application that has been in use through the Harris County Sheriff's Office since 2011. [More Info](#)
- **TX: Sheriff's office training security guards to boost force**  
3.29.12 - Houston Chronicle - Harris County, TX, Sheriff Adrian Garcia has trained the first of what he expects will be hundreds of private security guards who have signed up to help deputies apprehend wanted suspects, secure crime scenes and search for missing persons. [More Info](#)
- **TX: Texas State Fire Marshal Announces E-news for Licensing**  
3.20.12 - The State Fire Marshal's Office now has an e-news feature in place that we plan to use specifically for Industry / Licensing news. [Visit the site to sign up to get notices](#)
- **TX: Texas State Fire Marshal News- New Certificate / License numbers are in the mail**  
4.5.12 - As detailed in a [Fire Marshal Notice in December](#), numbers that were duplicated within the TDI/SFMO computer system have had new license numbers assigned. Company Certificates and Individual Licenses started mailing out this week to those that were affected. The deadline for transitioning to using the new numbers on all items where the registration number is required to be displayed has been set at March 2017.
- **VA: City of Richmond, Virginia, Chooses Intergraph®'s Interoperability ...**  
3.27.12 - MarketWatch - Richmond, VA - By interfacing IIF with Intergraph's CAD (I/CAD) system, dispatchers can accept calls for service from private alarm companies directly into I/CAD using ... [More Info](#)
- **WI: Homeowners in rural areas must register alarms with sheriff**  
3.13.12 - Capital Times - Madison, WI - Having an alarm system at your rural home can give you a heightened sense of protection, but not if there's an emergency and responders don't have updated ... [More Info](#)
- **WI: New and improved smoke alarms required in homes, businesses**  
4.7.12 - Wisconsin Dells Events - Wisconsin Dells, WI - Changes to the Wisconsin Administrative Code will require the replacement of some smoke alarms in homes and businesses with newer models. [More Info](#)

## Industry News

*Courtesy of NESAs*

- **ADT Commercial Security is now Tyco Integrated Security**  
3.27.12 - Security Systems News - Boca Raton, FL - Tyco is making progress in its planned split into three independent publicly traded companies. Tomorrow, March 28, the first day of ISC West, the company will announce that it is rebranding ADT's North American commercial security business as "Tyco Integrated Security." [More Info](#)
- **With forthcoming split, ADT renames commercial security unit**  
4.3.12 - SecurityInfoWatch.com - ADT Commercial renames itself as Tyco Integrated Security brand in advance of September split within Tyco ... [More Info](#)
- **Monitronics named North American Company of the Year**  
3.12.12 - Security Director News - Monitronics is one of the largest third-party central stations in the United States, providing alarm system monitoring for more than 700000 residential, ... [More Info](#)
- **EyeLock Corp., Tony Antolino recounts tackling ranting pilot on JetBlue ...**  
3.28.12 - The Journal News | LoHud.com - Tony Antolino of Rye talks on his cell phone while waiting for his baggage at McCarran International Airport in Las Vegas Tuesday. [More Info](#)
- **Alarm Protocol**  
3.1.12 - Security Products - Many people -- even within the security industry -- may be surprised to learn how traditional alarm dispatches work. It can be a lengthy process. But two industry associations are seeking to change it forever. [More...](#)
- **Getting into the minds, strategies of burglars**  
3.12.12 - Your Houston News - If decorative glass is part of your front entrance, don't let your alarm company install the ... A good security company alarms the window over the sink. [More Info](#)
- **Comcast rolling out home security service**  
3.13.12 - Bizjournals.com - The service, called Xfinity Home, offers traditional home security components, like police and fire alarm protection and the ability to remotely adjust ... [More Info](#)

- **Fire & Life Safety: Fire Codes for Various Occupied Institutions**  
3.21.12 - SecurityInfoWatch - How does fire alarm protection differ between these different "care" buildings ... A. When determining fire alarm requirements, start by discerning what the ... [More Info](#)
- **SIAC Database Provides Dealers With New Ordinance Activity**  
3.20.12 - Security Sales & Integration - To keep electronic security dealers up-to-date on alarm ordinances in their states, the Security Industry Alarm Coalition (SIAC) will allow alarm companies access to a secure database on its Web site. [More Info](#)
- **Barnes Associates/SSN release results of 2012 Wholesale Monitoring ...**  
3.23.12 - Security Systems News - Barnes said the vast majority of security alarm companies use a wholesale monitoring ... "While many large alarm companies outsource their monitoring, .. [More Info](#)
- **Tremendous growth forecast for home energy management**  
3.26.12 - Dallas - Analyst: Security companies can use their close relationships with customers to drive the market. A recent Parks Associates study predicts home energy management will become a huge market during the next 10 years, and security companies are in a unique position to take advantage of that through their close customer relationships, according to an analyst with ... [More Info](#)
- **7 trends affecting the security technology business**  
3.29.12 - Las Vegas -Security Info Watch - At ISC West, Scott Harkins, the president of Honeywell Security Products for the... [More Info](#)
- **Shifting trends in alarm technology on display at ISC West**  
4.3.12 - SecurityInfoWatch.com - Mobile apps, interactive services among the features gaining prominence in the market ... [More Info](#)
- **Honeywell Launches Hosted Video Solution**  
3.26.12 - Business Solutions Magazine - For example: The system can notify end users via email if an alarm or ... The end user can then log into any web-connected device and view the video alarm. [More Info](#)
- **IP Forwarding Service for Alarm Industry at ISC West**  
4.2.12 - Security Products - It was quite clear at this year's ISC West that the security industry continues to gravitate toward online functionality and mobile applications. Well, the alarm industry is no different. A new affordable IP forwarding service caught the attention of Security Products Magazine' Online Sales Director at the conference because of its innovation that I'm sure more industry insiders will be whispering about in the near future. [More Info](#)
- **Valenzuela v. ADT Security Services**  
4.6.12 - Leagle.com - Although ADT failed properly to install Valenzuela's alarm system and failed to provide notification services when it actually received an alarm signal from ... [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](mailto: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.



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