



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink April, 2013

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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:

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FARA TRAINING SYMPOSIUM 2013

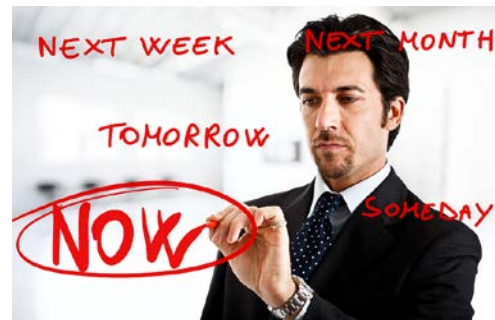
By Brad Shipp

Please join FARA and AAF this April in Orlando- we will be waiting for you!

Do not delay and register today!

Register with FARA

[Download a packet](#)



Book Your Room

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Call 800-327-2110

Use code ALA for FARA Regular Rate (\$125)
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Or visit the special FARA hotel site to book your room

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COME TO ORLANDO!!!

Attention Symposium Attendees breakfast will not be provided at the 2013 Symposium, FARA Board of Directors felt it was important to reduce expenses allowing more funding for FARA's Scholarship Program

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 Orlando. 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 17, 2013 to be considered.

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

News from the Membership Committee

By: Emily Pleasance, Membership Committee

The membership committee would like to welcome **SIX** new members to the False Alarm Reduction Association this month! As the association grows, so does our ability to network, problem solve and work together to reduce false alarms!

Our Three New Public Safety Members Are:

- Greensboro Police Department in North Carolina hopes to revise their ordinance in the near future!
- The Village of Palmetto Bay in Florida has a new alarm coordinator and she is very excited to plug in to FARA and learn all of the strategies for reducing false alarms.
- Mansfield Police Department in Texas has already used FARA's resources to connect with the alarm companies associated with their "problem sites".

Our Three New Associate Members Are:

- Private Security in South Pasadena CA, - an alarm company that also provides off-duty law enforcement officers for various patrol services.
- Mijac Alarm Company in Rancho Cucamonga, CA.
- Monitor America LLC in Moonachie, NJ - a brand new central station focusing on various hosted and managed video services for their monitored customers.

New Board Members Elected to the Mid-Atlantic Chapter Board of Directors

By: Eileen P. Skidmore, Mid Atlantic Chapter

The Mid-Atlantic chapter of the False Alarm Reduction Association (FARA) is proud to announce the election of new members to its Board. The members of the Board of Directors are active participants and serve as advocates for the chapter and its members. All newly elected board members will serve for a period of two years. The newly-elected board members are as follows:

- **Meredith Wivell**, the False Alarm Reduction Coordinator for the Frederick Police Department, was elected as Secretary. As Secretary, Ms. Wivell will serve as the election official, announce all meetings, and maintain the record of minutes. In this position, Ms. Wivell will be a powerful force in maintaining the integrity of the chapter.
- **Kristina Walker**, Alarm Services Manager for Vector Security, was elected as Associate Director. As Associate Director, Ms. Walker will be representing the interests of the alarm industry on the chapter board. In this capacity, she will assist the chapter in developing programs that will be of added value for industry members. She will also serve in an advisory capacity on industry and alarm user related matters.
- **Shellie Reid**, Alarm Administrator for the Loudoun County Sheriff's Office, was elected for a second term as President. As President, Ms. Reid serves the will of the chapter members and represents the chapter before the national board of directors.

These members join **Eileen Skidmore** of Howard County Police Department and **Ken Roussey** of Vintage Security to compose the five member board. The board of directors oversees the Mid-Atlantic chapter as they further the mission of FARA at the local level.

FARA's Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **Would-be burglar has second thoughts, almost loses his pants**
3.28.13 - WDIV Detroit - The suspect changed his mind after an alarm sounded and made run for it, but he tripped and almost lost his pants. Find us on Facebook - Follow us on Twitter ... [More Info](#)
- **Deputies find manhunt suspect hiding in a shower**
3.28.13 – WLOX - Sometime before 11:30am, the homeowner stopped by for lunch and noticed a problem with his alarm keypad. He tracked down sheriff's deputies who then ... [More Info](#)
- **Burglar Trips an Alarm, Then Trips Himself**
3.30.13 - Lawyer Herald -He threw a rock at the window of Kent's Market earlier in March and ran away when he heard the burglar alarm go off, The Record Searchlight, reported on ... [More Info](#)
- **Bungling Burglar Video Goes Viral**
3.30.13 - KNVN - He fell trying to flee when the alarm went off. Since Action News first aired the story the video has been aired on TV stations from Seattle to Orlando, as well as ... [More Info](#)
- **Detroit church burglars answer phone when alarm company calls**
4.4.13 - MLive.com-The thief, according to Deacon Davis Hollins, didn't offer a satisfactory answer, didn't know the alarm code and was advised by the alarm company that police ... [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 lespinosa@beavertonoregon.gov and we'll put them in the next InfoLink for all to share!

Joke of the Month

A burglar alarm goes off in the middle of the night, and the police arrived just in time to collar the burglar as he was leaving the premises with a big bag full of loot.

- **Soon, he was in court, facing a grim-looking judge. "Did you have an accomplice?" asked the judge.**
- **"What's an accomplice?" replied the crook.**
- **"A partner. In other words, did you commit this crime by yourself?"**
- **"What else?" demanded the culprit. "Who can get reliable help these days?"**

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

Northern Utah deputy injured in crash Collision » Driver didn't see the deputy as she drove through an intersection.

By Michael McFall- The Salt Lake Tribune

First Published Apr 03 2013 05:51 pm • Last Updated Apr 03 2013 05:51 pm

A Cache County Sheriff's deputy suffered minor injuries Wednesday after she and another driver crashed in an intersection.

About 1:05 p.m., Cache County Sheriff's deputies were reporting to a burglar alarm with lights flashing and sirens sounding when one of the deputies, going west, entered the intersection at 1200 S. Highway 165 in Logan. All the other drivers had stopped to let the deputies through, but a southbound driver — who had a green light — did not see the deputy's vehicle and the deputy crashed into the driver, according to a news release.

Both the deputy and the driver were taken to Logan Regional Hospital. The deputy had minor injuries, and though the sheriff's office was not immediately aware of the other driver's injuries, their news release notes that they did not appear to be serious.

The Utah Highway Patrol is investigating the accident.

CryWolf Hosted Reception at the FARA Conference.



All FARA Conference attendees are invited to some by the CryWolf reception on Monday, April 22 from 6:00-7:00pm at the Doubletree Orlando Resort. 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 22 from 1-5pm at the Doubletree Orlando Resort. For more information please contact jschommer@publicsafetycorp.com

Police Dispatch Quality (PDQ) Award Entries Deadline Extended

2.11.13 - Security Sales & Integration - Nominations are being accepted for the eighth annual Police Dispatch Quality (PDQ) Award program.

Entries are due April 19. [read more](#)



News on Door to Door Sales

Courtesy of NESAs

- **Security Companies: Watch Out For Potential Scam Artists**
4.10.13 – KAKE - "Door-to-door security alarm systems sales are very common in the spring and summer," said ... We're running a special on this alarm system," Namee said. [More Info](#)
- **GA: Metro Police warn of alarm system sales**
3.23.13 - Thecoastalsource - Savannah-Chatham Metropolitan Police have issued a warning to residents who are approached by salespeople going door-to-door selling security systems. [More Info](#)

- **GA: Savannah Police: Door-to-Door Alarm Sales May be Scam**
3.24.13 - Patch.com - Savannah police are warning residents to be cautious of salespeople going door-to-door selling home security systems, according to a report from The Coastal ... [More Info](#)
- **WI: Man Reported as Suspicious was Alarm Company Worker**
3.22.13 - WBAY - Oshkosh, WI - "He wanted to come inside her house and talk to her about her alarm," Kevin Conrad, Oshkosh Police Department lieutenant said. "She didn't feel comfortable ... [More Info](#)
- **WI: Police warn of suspicious person**
3.22.13 - Fox11online.com - Oshkosh, WI - The person said he had paperwork in reference to the home's alarm system. He asked the homeowner to open the door, but the homeowner refused. [More Info](#)
- **WI: Police warn residents of man posing as alarm system employee**
3.21.13 - The Oshkosh Northwestern - Oshkosh, WI - Police are warning people of a man posing as an alarm employee who attempted to enter an Oshkosh home Wednesday afternoon. A resident reported to police ... [More Info](#)
- **TN: Couple posing as ADT Security System salesmen were likely con artists**
3.30.13 - Kingsport Times News - The couple identified themselves as "ADT salesmen." "(The woman) stated they were trying to sell additional security and wanted to observe ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AR: Fayetteville False Alarm Calls Drop 44 Percent**
3.19.13 - KARK - Fayetteville, AR - 911 calls are down 44 percent in Fayetteville and police believe it's all because of an ordinance that fines people for false alarm calls. [More Info](#)
- **AZ: False alarm fines raise security questions**
3.21.13 - Prescott Daily Courier - Prescott, AZ - While the city's security alarm ordinance continues to result in fewer false alarms, it also could be sending the wrong message to alarm owners, ... [More Info](#)
- **AZ: False alarm ordinance changes registration policy**
4.3.13 - Tucson News Now - The alarm ordinance requires an annual \$20 registration fee. Tucson residents are not required to register, but would have to pay more for alarm fees and ... [More Info](#)
- **AZ: Police Chief Filling Officer Vacancies**
4.5.13 - Payson Roundup - The false alarms waste both officers' time and tax money. ... Sgt. Jason Hazelo recently became the alarm coordinator and will start charging addresses that ... [More Info](#)
- **CA: Affluent neighborhoods across US hiring private security as cities lay off police**
4.6.13 - PressTV - On the streets of Oakland, Calif., budget cuts have made the beat cop a rare breed, and some of the city's wealthy neighborhoods have turned to unarmed security guards to take their place. After people in Oakland's wealthy enclaves like Oakmore or Piedmont Pines head to work, security companies take over, cruising the quiet streets to ward off burglars looking to take advantage of unattended homes. "With less law enforcement on the streets and more home crime or perception of home crime, people are wanting something to replace that need," says Chris de Guzman, chief operating officer of First Alarm, a company that provides security to about 100 homes in Oakland... [More Info](#)
- **CA: Public could make video 911 calls under new systems**
4.5.13 - The Sacramento Bee - Imagine making a video call with a 911 dispatcher. That idea may soon be reality, as law enforcement agencies nationwide test technologies that will enable emergency operators to watch live video and receive text messages from the public via any communications device. Recently, 35 dispatchers from across the state huddled in a conference room at the Sacramento Police Department's Communications Center for a training course on what to expect with the next wave of 911 technology. Though the technology for video calls and text messaging already is here, law enforcement officials note that integration into the 911 emergency system still is far from certain. [More Info](#)
- **IL: Municipal fire-monitoring fight continues in Illinois**
4.3.13 - Security Systems News - Arlington Heights, Ill.—Another front in the battle in Illinois over public entities monopolizing fire alarm monitoring opened up recently when the village of Westmont approved an ordinance requiring all businesses to connect their fire alarms to its emergency dispatch center. [More Info](#)
- **IN: Greenwood cracking down on false alarms**
4.3.13 - Fox 59 - A new ordinance was passed in Greenwood that would try to control the number of false alarms police officers respond to. Since 1998, officers have responded ... [More Info](#)
- **MA: New documents detail Ashland Police Department squabbles**
3.28.13 - MetroWest Daily News - Doocey, in the new page of information, also said Rohmer violated town bylaws by waiving false burglar alarm fines. He said Rohmer should not be disciplined ... [More Info](#)

- **MD: Salisbury Council Approves Reduced False Alarm Charges**
4.12.13 - The Dispatch-Salisbury – An ordinance amending the city's false alarm fees received its first required endorsement this week after being returned to the City Council after ... [More Info](#)
- **MI: Editorial: Flint right to charge for false alarms; Police are needed for ...**
3.24.13 - The Flint Journal - MLive.com - If officers from Flint's already stretched police department are out answering false alarms, they might not be available to respond to real emergencies. That's why ... [More Info](#)
- **MN: Sheriff's Office: more calls, faster response time in 2012**
3.22.13 - Walker Pilot Independent - Walker, MN - In 2012, the Sheriff's Office collected \$79,837 from civil fees; \$282,085 from alarm fees; \$21,045 from firearms permits; \$925 from alarm penalties; and \$718 from ... [More Info](#)
- **NY: City of Syracuse considers charging \$50 annually for security alarm ...**
3.21.13 - CNYcentral.com - Syracuse, NY - When an alarm goes off, it can take police anywhere from fifteen minutes to 2 ... false alarms accountable, she sees the potential cost adding more financial ... [More Info](#)
- **NY: Security system false alarms to face fine in Town of Lancaster**
4.2.13 - Buffalo News-"What we tried to do was prepare an ordinance that was fair and equitable but also had some teeth, in terms of trying to curb some of these false alarms," Town ... [More Info](#)
- **OH: False alarm plan comes under fire**
4.3.13 - Warren Tribune Chronicle - Warren - Critics of a proposal to limit false alarms say the city should not force alarm holders to register with the city. "The city does not need to know whether I ... [More Info](#)
- **OH: Parma City Council may ask state to require specific type of smoke ...**
4.13.13 - Sun Star Courier - However, since most homes have a different type of alarm, residents would likely have to ... Residents can decide on their own if they want both types of alarms, ... [More Info](#)
- **OH: Warren council votes down false alarm ordinance**
4-11-13 - Warren Tribune Chronicle - Warren - A proposal designed to decrease the number of false alarm calls to police and fire from homes and businesses was defeated when three of eight ... [More Info](#)
- **PA: Denver park to get more surveillance cameras**
4-11-13 - Lancaster Newspapers - Council answered questions raised by the solicitor regarding the proposed alarm ordinance, which was written to mirror East Cocalico's, for ease in enforcement ... [More Info](#)
- **SC: Myrtle Beach council expected to approve open burning ban Tuesday**
3.25.13 - MyrtleBeachOnline.com - A separate ordinance would charge a \$200 fee for each false alarm beginning with ... The Myrtle Beach Fire Department reported more than 1,500 false alarms ... [More Info](#)
- **TX: City of Paris gets a new burglar alarm ordinance**
4.10.13 - KXII-TV - City council met Monday night to discuss revamping their burglar alarm ordinance. Police Chief Bob Hundley says his officers respond to ... [More Info](#)
- **TX: Denison, Texas approves false alarm ordinance**
3.25.13 - SecurityInfoWatch - Denison Police Chief Jay Burch told the Council, in 2012 the department responded to more than 1,000 false alarms. He estimated it cost the city \$40,000. [More Info](#)
- **TX: Update: Man Impersonating Fire Inspector Identified**
4.1.13 - Austin American-Statesman: - "Police and fire officials are seeking the public's help in locating a man they say has been impersonating a fire prevention inspector in order to steal money from Austin businesses, officials said Monday. [More Info](#)
- **UT: Alarm group sounding off on concerns**
3.26.13 - Park Record - A meeting between the Utah Alarm Association and the Summit County Council that was scheduled for Wednesday has been postponed or canceled so the ... [More Info](#)
- **WA: GHPD: No Fees For Pierce County's False Alarm Program For ...**
4.1.13 - Patch.com - Some Gig Harbor residents may have mistakenly received billing invoices from the Pierce County False Alarm Reduction Program (possibly through a company ... [More Info](#)
- **WY: Council passes Green River Ordinance amendments**
3.21.13 - Green River Star - Green River, WY - Laura Leigh, director of community development for the city, previously said a security company seeking to sell alarm systems door-to-door challenged the city's ... [More Info](#)

Industry News

Courtesy of NESAs

- **I-Team: Why Security Alarms Are Going Unanswered**
3.21.13 CBS Local - Fort Worth, TX - If you have an alarm and it goes off, you might think help is on the way. But in certain cities, your alarm is virtually worthless if ... [More Info](#)
- **Security industry to undergo major structural changes**
3.15.13 - Security Info Watch - Big security companies 'wait and see' strategy allowing others to drive innovation, steal market share. [More Info](#)

- **ADT targeted over early termination fees**
3.20.13 - Security Systems News - Walnut Creek, CA - A law firm that successfully stopped cellphone providers from charging early termination fees has filed a federal class-action lawsuit against ADT over its early termination fees. The law firm says ADT's practices are illegal while an industry attorney believes such fees can be legitimate. What implications does this case have for other security companies? [More Info](#)
- **Private security patrols on the rise in the Oakland hills**
3.21.13 - San Jose Mercury News - Limor Margalit, a sales manager for Bay Alarm confirmed that his company is ... While Bay Alarm is not the only company offering private patrol services, Bay ... [More Info](#)
- **New features of NFPA 72-2013**
3.21.13 - Consulting-Specifying Engineer - NFPA has released updates to NFPA 72: National Fire Alarm and Signaling Code. This codes and standards article identifies some of the significant changes in ... [More Info](#)
- **DIY Home Automation: A Limited Market**
CEPro - Home automation systems have been cheap and good for many years now, and DIYers still aren't snapping them up in droves. [More Info](#)
- **Suit suggests Lilly warehouse burglars got hands on security ...**
3.19.13 - FiercePharma - It says the thieves knew everything from where the alarm control room was located ... It had 13 cameras inside as well as motion detectors and an alarm system, ... [More Info](#)
- **Competing Ariz. Alarm Associations Quarrel Over Licensing Rules**
3.21.13- Tucson, Ariz. - Security Sales and Integration Magazine - Claiming the Arizona Alarm Association (AzAA) falsely misrepresents installing security contractors, several alarm companies here have started a new organization solely for alarm contractors called the Arizona Alarm Dealer Association (AADA) to challenge the organization. [More Info](#)
- **ADT goes undercover**
3.27.13 - Security Systems News - Boca Raton, Fla.- Wearing a bushy beard and glasses, an ADT executive went undercover and did everything from sales to answering the phone at a monitoring center as part of a TV reality show. Who was the exec and what did he learn? [More Info](#)

Please Share Your Newsletters and Tips with Us

We would like to see how you communicate with your alarm users. Please add FARA to your mailing list if you send out Newsletters or mailings with false alarm reduction information. Do you have a brochure that describes your ordinance or program? We would like to see it. Staff will review what we receive and share tips and information with your fellow members in later issues of this newsletter.

Please send your newsletters, tips and brochures to:
False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
bradshipp@4yoursolution.com

FARA Mission Statement

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

Contact Us

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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 the FARA Board of Directors at 301/519-9237, or by e-mail at: info@faraonline.org

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