



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink May, 2011

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Come to Affordable Albuquerque in 2012!!!

By: Albuquerque Visitors Bureau

With many attractions for \$10 and under, Albuquerque offers countless inexpensive vacation ideas and cheap activities that will help keep your weekend getaways within budget. Discover how to have an amazing vacation on a budget with Albuquerque's affordable and **free attractions and events**.

Museums, Cultural & Historical Centers

Exploring Albuquerque's history & culture is affordable, so check out these 7 great inexpensive vacation ideas!

- The **Albuquerque Museum of Art & History** - \$4
- The **Anderson-Abruzzo Albuquerque International Balloon Museum** - \$4
- **jexplora!** - \$7
- **Indian Pueblo Cultural Center** - \$6
- **Museum of Natural History & Science** - \$7
- **National Museum of Nuclear Science & History** - \$8
- **National Hispanic Cultural Center Art Museum** - \$3



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\$89 per night

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<http://mcmelegantealbuquerque.com/>

Nature Centers, Gardens and Zoos

Enjoying nature & wildlife in Albuquerque is fun and easy on the pocketbook. Explore these 4 amazing attractions for your cheap weekend getaways!

- [Albuquerque Aquarium & Rio Grande Botanic Garden](#) - \$7 (\$9 with train ride)
- [Rio Grande Nature Center](#) - \$3/car
- [Rio Grande Zoo](#) - \$7 (\$9 with train ride)
- [Wildlife West Nature Park](#) - \$7

Plays and Performances

Starting at \$10

Site Seeing & Guided Tours

Including Tours of Old Town - \$10

Spectator Sports

Including the [Albuquerque Isotopes Baseball](#) – Starting at \$6;

Wine Tasting

Wow, even wine tasting is affordable in Albuquerque! Visit 3 wineries, each for \$6 or less!

- [Casa Rondena Winery](#) - \$5
- [Gruet Winery](#) - \$6
- [St. Clair Winery & Bistro](#) - \$6

Even though it is a year away, start planning now! Solicit donations for the FARA Institute so more public safety can attend than ever before.

See you in the desert southwest May 1st through May 3rd, 2012!



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)

- Broadview Security, Inc.**
- National Electronic Security Alliance (NESA)**
- Public Safety Corp (CryWolf)**
- Texas Burglar & Fire Alarm Association (TBFAA)**

Gold (\$1000)

- Canadian Security Association (CANASA)**
- Installation Quality Certification Board**
- Maryland Burglar & Fire Alarm Association (MDBFAA)**
- Monitronics Security**
- Vector Security, Inc.**

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South Carolina Alarm Association (SCAA)
Vintage Security, LLC

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Homesafe Security Systems
United Central Control

Get Ready for More Training!

By: Sue Clark, Training and Certification Committee

Coming in July!!! ... The Training and Certification Committee will be presenting a webinar entitled, "How to Create Regional Meetings." This will be very similar to the types of classes held at the annual FARA symposium, only from the comfort of your office chair (or couch if you prefer). No travel, no tickets, all you need is a computer and a phone.

Ever wonder what others in your area do about certain problems? Need help with a problem of your own? Is there an issue that is common to your state or province that a united front would help solve? Would you like to meet with other members of FARA but aren't sure who they are? Your solution may be to have a regional meeting or it may even be time to create your own FARA Chapter.

Please watch for further announcements of this upcoming webinar and join us as we learn about creating regional meetings.

FARA Fire Alarm Committee

By: Mike Mahoney, Fire Committee Co-Chair

Last month was a great month for me as the co-chair of the fire committee. I discovered the need, want, desire....whatever you want to call it, to share ideas, information and provide answers to fire jurisdictions.

FARA has the respect of many organizations and jurisdictions throughout Canada and America, and it is time we start earning our way with the fire service. The fire service is a little different, as Mary Galloway and Joe Carr pointed out in their presentation in San Antonio. Our statistics are based on different levels and different services provided, but our goal is the same: Protect the public and make sure our fire personnel and police officers return home after their shift.

Our white papers are coming along a little slower than we expected but will start coming out shortly. Thank you to everyone who has sent us items for white papers. Keep them coming because this will be a great way to identify issues that need to be addressed.

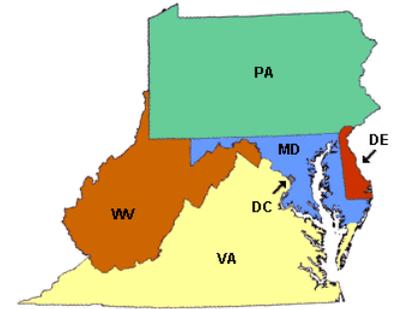
We have the start of summer coming up in a couple of weeks, and it will be time to enjoy the great outdoors, so do it safely. Here are a few items to think about:

- 1) If you use a gas grill, please make sure the tank and its associated fittings are in good condition. Use a spray bottle with some soapy water to test for leaks. Always close the tank valve when not in use.
- 2) Do not use gasoline to ignite charcoal grills. May sound crazy but it happens every year.
- 3) Don't use a grill inside a closed area. Yes, that means a balcony in an apartment or condo.
- 4) Make sure your alarm system batteries are up to date, not only to prevent false alarms but to keep your system operating when AC fails.
- 5) Clean up accumulated leaves or items next to the house or other structures to prevent any fires or injuries.

Mid-Atlantic Chapter of FARA Quarterly Meeting Highlights

By: Eileen Skidmore, Howard County False Alarm Reduction Unit

- **Elections** - The quarterly meeting of FARA's Mid-Atlantic Chapter was held in Loudoun County, VA on May 4, 2011. Originally established as the Maryland Chapter of FARA, the chapter was expanded to include Washington DC, Virginia, West Virginia, Pennsylvania and Delaware and is now in its third year of operation. The first order of business was to elect new officers. Shannon Lemen of the Loudoun County Sheriff's Office is the new President and will serve a two year term. One of the two Director positions was also up for election and Gary Mitchell, Hartford County Sheriff's office was elected to this position. Outgoing President, Pam Lambird, City of Greenbelt, held the position since the inception of the chapter. We thank her for her commitment.
- **Annual International Training Symposiums-** A recap of FARA's Annual International Training Symposium, which was held in San Antonio, TX, was presented by Norma Beaubien of the Montgomery County Police Department. She also discussed next year's symposium to be held in Albuquerque, New Mexico.
- **FARA Public Safety Member of the Year Award-** Sue Clark, recipient of the Norma C. Beaubien Public Safety Member of the Year Award, was presented with her official plaque since she was unable to attend the symposium. We were privileged to learn about the numerous areas Ms. Clark has worked on for FARA. Ms. Clark will be retiring in the very near future. She is actively seeking volunteers at the regional and national levels, to assist the new Training and Certification Committee chair. If you are interested in joining this or any other FARA committee, please contact Sue directly at susan.clark@montgomerycountymd.gov. This e-mail address will change upon her retirement, so please contact her as soon as possible.
- **Collection Policies-** Various jurisdictions discussed their procedures for collection of unpaid false alarm fines and fees. We learned that region-wide the collection rate for fines and fees is around 90% - 95%. One jurisdiction works directly with their county's Office of Law and has had an 88% success rate over the last four years. Another jurisdiction works with a collection agency and another is directly responsible for contacting delinquent alarm users to obtain past due payments. We also discussed write-off policies for uncollectible fines and fees.
- **Summer Sales** - The "summer sales" season has already begun in our region. One of the jurisdictions shared a recent press release regarding door-to-door-sales alerting citizens to be aware of various businesses, including alarm businesses. The Federal Trade Commission web site was referenced as a resource for tips to help people avoid being scammed by door-to-door sales people and how to select an alarm company. See the related story in this InfoLink.
- **Interactive Alarm Systems-** Robert McDonald, Residential Manager for Vintage Security, gave a presentation on one of the newest types of wireless, interactive security system technologies in use by his company. This technology allows the control panel to be accessed from a "smart phone" and/or a computer. Even if the phone line is cut or the Internet is interrupted, the system will work. The system has numerous capabilities depending on what type of hardware is installed with the system. Possibilities include locking and unlocking the front door, alarming sensitive areas such as gun cabinets, turning the alarm system on and off remotely to allow access to the home or business, and installation of cameras to provide real time observation. On line activity reports are available to subscribers. When utilized to the extent of its capabilities, this type of system can assist in eliminating false alarms (e.g. deactivating the alarm when the cleaning crew arrives rather than relying on them attempting to do so).
- **Future FARA Chapter/Industry Meetings-** President Lemen announced the next meeting of the Mid-Atlantic Chapter will occur via teleconference on August 17, 2011 at 10:00 am. If you are located in the Mid-Atlantic region (Maryland, Virginia, Delaware, Pennsylvania, West Virginia and the District of Columbia), please consider attending these informative quarterly meetings. Also, a regional industry trade show will be held in October 2011. The possibility of having members of the FARA Mid-Atlantic Chapter attend in a "meet and greet" capacity is being discussed.



FARA, Elite CEU Offer Online False Alarm Prevention Series

By Ashley Willis - Security Sales & Integration

AUSTIN, Texas - In an effort to educate alarm companies on how to stem false dispatches, the False Alarm Reduction Association (FARA) and Elite CEU will offer a one-hour online training course.

Developed by FARA's Training and Certification (T&C) Committee, "False Alarm Reduction 101 — Causes and Impacts" explains the fundamental causes of false alarms and how to reduce them. The course employs video interviews, real-world scenarios, interactive features and quizzes.

"We designed this course to show the burden of false alarms on public safety, the alarm industry and the alarm user," FARA T&C Committee Chair Sue Clark tells SSI. "It's to help everyone realize how their actions can have an effect on others."

It took a year for the committee, which includes public safety and alarm industry volunteers, to develop the interactive course. Students can take the self-paced session at a time most convenient for them. Individual alarm associations will determine the number of continuing education units (CEU) a student earns, Clark says.

FARA teamed up with the training school after Elite CEU President Kaleb Brashear approached the association during a Texas Burglar and Fire Alarm Association (TBFAA) conference.

"A FARA training instructor was at the conference giving a class for the industry," says Clark. "We were asked to create a continuing education class for the alarm industry pertaining to the prevention of false alarms."

The group also plans to expand the training into a series of courses. The 200 Series will offer an in-depth look at the alarm industry's role in false alarm reduction. The 300 Series will focus on the roles of the police and fire departments as well as public service answering point (PSAP) personnel in reducing false alarms.

To register for the training, click [here](#).

FARA's Believe it or Not

By: Lisa Espinosa & Sha Alexander, Newsletter Editors

Imagine waking up at three am to car doors being slammed and flashing lights filtering through your bedroom windows. All sorts of things are going through your head as you try to gather yourself to make sure you aren't dreaming. You go outside to find several of your neighbors on their porch also trying to figure out why the police are in a neighborhood that is usually very quiet and considered safe.

Officers go around afterwards and explain that they had been doing undercover work due to complaints of vehicles being broken into. The officers had not only caught the not so bright criminal but also spoiled his attempt to graduate from larceny to residential burglary.

The would be criminal had come out of his home and attempted to break into the vehicle the undercover officers had been sitting in until he realized it was occupied. The subject then goes back into his house and returns shortly to inquire as to why the officers are there. The undercover officers think fast on their feet and respond by saying, "We're trying to break into cars if you would just leave us alone!" The suspect takes the bait and gladly offers the officers a better deal by asking them if they would like to help him break into a house up the street which has plasma televisions, weapons, jewelry, and of course drugs.

You can only imagine how stunned the officers were that the suspect would invite two strangers to commit a crime with him but played along with the suspect before finally getting out of the vehicle and revealing they were police officers. After being read his rights, this would be criminal attempted to change his story. Based on items located in his house after the consent to search, as well as his initial request for officers to engage in a crime proved to be enough for an arrest.

The units were able to close several larceny cases and an attempted burglary was spoiled.

Can you say busted?

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 malexan2@lexingtonky.gov or lespinosa@ci.beaverton.or.us and we'll put them in the next InfoLink for all to share!

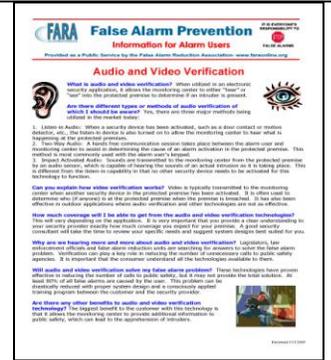
Featured Bulletin - Audio and Video Verification

By Brad Shipp, FARA

This bulletin defines audio and video verification, describes different types or methods of audio verification, explains how video verification works and outlines benefits to audio and video verification technology.

The full list of bulletins, which have been approved by the board, 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

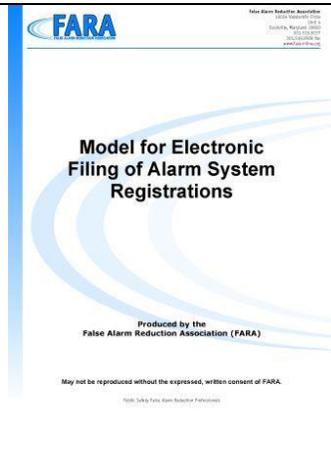


Featured Manual – Model for Electronic Filing of Alarm System Registrations

By Brad Shipp, FARA

This model provides a recommended protocol for sharing alarm system registration data and proposes standard data file formats for transfer of bulk information between the jurisdictions and the alarm business.

The full list of manuals, which have been approved by the board, can be accessed on our [web site](#). Copies of manuals can be downloaded from the member's only site.



Fallen Heroes Honored During Peace Officers Memorial Day

Compiled from several stories by Brad Shipp, FARA Executive Director

Sunday May 15, 2011 is Peace Officers Memorial Day, the start of National Police Week, a time to honor those who have given their lives in the line of duty or have died while officers in their communities. FARA urges that all the fallen be remembered and honored and we would like to take this opportunity to relay two stories that honor officers killed while responding to alarms.

Frostproof, FL Remembers

Officer Henry David McCall was the youngest of four children and a newlywed in early 1981.

He married in February 1981, approximately two years after joining the Frostproof Police Department.



Mary McCall, the mother of Frostproof police officer, Henry David McCall reaches out to her son's name on a memorial following a wreath laying ceremony

On March 5, 1981, he stopped off at his sister Annette Whaley's house around lunchtime, and then left to answer a call. The last thing his mother remembers him saying to her that day was, "I love you, Mom."

The call was a **silent bank robbery alarm** at the local bank. Robbers shot him before he got out of his car, said Karen Williams, his other sister. On Friday, the City of Frostproof honored him and two other officers who died while serving the city.

Arlington VA. Remembers Fallen Heroes During Peace Officers Memorial Day

Arlington County observed Peace Officers Memorial Day with a program outside the Justice Center in Courthouse this morning. Chief of Police M. Douglas Scott opened the program by welcoming County Manager Barbara Donnellan and other distinguished guests and reminded attendees that, "We will never forget their tremendous sacrifice."

Those remembered included Officer John Buckley who was "shot and fatally wounded on April 15, 1977 during the commission of a bank robbery" after responding to the silent alarm. Neal said, "it is not how they died that made them heroes, it is how they lived."

For More Information

- [Arlington Remembers Fallen Heroes During Peace Officers Memorial Day](#)
- [Frostproof-memorial-honors-three-fallen-officers](#)
- [Presidential Proclamation--Peace Officers Memorial Day and Police Week](#)

FTC Offers Tips to Help People Avoid Being Scammed By Door-to-Door Sales Agents Pitching Home Security Systems

FTC - Office of Public Affairs



The Federal Trade Commission is offering information to help homeowners avoid unscrupulous sales agents who go door-to-door during the summer months. These scammers use deceptive, high-pressure tactics to get people to buy expensive, and sometimes substandard, home security systems they often don't need.

The FTC advises consumers to ask for identification before allowing a salesperson to enter their home – some states require door-to-door salespeople to state up-front their name, the company's name, and what they're selling; others require them to show a sales license and photo ID. The agency also advises consumers to watch for these signs of a scam:

- Pressure to act now to take advantage of a limited time offer.
- Offers of "free" equipment to get you to sign a contract. Translation: you may have to sign a long-term and expensive system monitoring contract.
- Scare tactics – "Burglaries have occurred in your neighborhood."
- Phony upgrades – They say they have come to replace your security system, but they really want to install a new system with a costly contract for a monitoring service.
- "Your security company is out of business." – If they say this, call your company to confirm.

The FTC also advises that, whether sellers come to your door or you seek them out, ask for the contractor's name, address, and phone and license numbers; what state issued the license; and the name the license is filed under. Check out the company online and with your state Attorney General, local consumer protection agency, Better Business Bureau, and state licensing officials. The FTC also advises:

- Get references and find out how the equipment and services have performed for others.
- Get written estimates from several companies and ask questions about who will install the system and how it will function. Be sure you know who will monitor the system, how much it will cost, and how often you will be billed.
- Read the fine print. Make sure the written contract includes all oral promises made by the salesperson.

- Ask your police and fire departments if you need to register your system, and if there are fines for responding to false alarms.
- You can cancel the deal. The FTC's Cooling-Off Rule gives you three business days to cancel if you sign a contract in your home or anywhere that is not the seller's permanent place of business – even if the system has already been installed. You don't have to give a reason for canceling.

For more information, see the FTC's [Knock, Knock. Who's There? Want to Buy a Home Security System? Beware of home alarm sales scams.](#)

Canadian Security Association Working To Reduce False Alarms

by Canadian Security Association (CANASA)

The reduction of false alarms has been a long-standing priority for the Canadian Security Association (CANASA). Established in 1977, CANASA is a national not-for-profit organization dedicated to advancing the security industry in Canada and the safety of all Canadians.



With a growing membership of more than 1300 member organizations, CANASA represents a broad range of industry groups across Canada, including monitoring stations, installation companies, and manufacturers. Similar to the Central Station Alarm Association (CSAA), the Electronic Security Association (ESA), and the Security Industry Association (SIA), we are dedicated to promoting the interests of our members and providing a comprehensive network of services, including security education, government relations, marketing communications, industry trade shows, and the latest industry news.

More than 15 years ago, CANASA began developing core education programs with the main objective to reduce false dispatches. Our Alarm Technician Courses (ATC) Levels 1 and 2 remain two of our most popular courses to date. CANASA also continues to promote Enhanced Call Verification as a method of reducing false dispatches and is a founding member of the Security Industry Alarm Coalition (SIAC).

Advocacy plays a large role in our aim to reduce false alarms. CANASA works with governments and municipalities across Canada to develop comprehensive false alarm policies. Over the last several months, CANASA's Executive Director JF Champagne has met with local government, police, and fire authorities throughout the country, in order to develop false alarm by-laws and policies that are not only beneficial to all stakeholders but help to ensure individual objectives are met.

Moving forward, CANASA will increase our advocacy work and support the False Alarm Reduction Association (FARA) where possible. We look forward to continuing our work with FARA and other sister associations in our common goal to reduce false alarms.

Joke of the Month

A burglar broke into a home and was looking around. He heard a soft voice say, "Jesus is watching you". Thinking it was just his imagination, he continued his search. Again the voice said "Jesus is watching you". He turned his flashlight around and saw a parrot in a cage.

He asked the parrot if he was the one talking and the parrot said, "yes."

He asked the parrot what his name was and the parrot said, "Moses."

The burglar asked, "what kind of people would name a parrot Moses?"

The parrot said, "the same kind of people who would name their pit bull Jesus".

Do you have any great jokes to share? Please send them to: malexan2@lexingtonky.gov or lespinosa@ci.beaverton.or.us

News on Door to Door Sales

Courtesy of NESAs

- **FL: Security company resolves alarming issue**
4.14.11 - Orlando Sentinel - Orlando, FL - Dear Greg: Last year I placed an order with ADT for the new "pulse" alarm system controllable by a cellphone. However, during installation it was determined I'm in an area that does not get a signal strong enough for the "pulse" system to work properly ... [More Info](#)
- **GA: BBB warns against door-to-door alarm companies**
4.13.11 - WRBL - Columbus, GA - One particular "worrisome" industry, says Leonard Crain of the Columbus BBB, are door-to-door alarm security systems sales. [More Info](#)
- **KS: Police Warn of Door-to-Door Scam**
5.10.11 - fox4kc.com - Grandview, KS - The Police Department issued the alert after receiving a few reports of solicitors who were going door to door in Grandview trying to sell home alarm systems under false pretenses. "You should ask for a city-issued permit, if they come to your door," ... [More Info](#)
- **LA: FOX 8 Defenders find more potential problems with two companies**
4.21.11 - FOX 8 News WVUE-TV - New Orleans, LA - The Defenders also helped the Salzbury family of Slidell successfully get a full refund from ADT Security Services for a \$6000 alarm system that never worked. [More Info](#)
- **MO: Koster's office sues Utah-based home security company**
5.4.11 - STLtoday.com - Koster filed a lawsuit in St. Louis County Circuit Court today against Pinnacle Security, LLC, which sells its alarm systems through door-to-door salespeople. In the suit, Koster alleges that Pinnacle representatives misled consumers into believing ... [More Info](#)
- **NE: Security System Sale Causes Alarm**
5.13.11 - WOWT - Omaha, NE - If you get a knock on the door from a home security salesman, be on the alert. An elderly Omaha woman claims to have been fooled into buying a second alarm system she can't afford.... [More Info](#)
- **NY: Police remind residents it's scam-artist season**
5.9.11 - Buffalo News - Buffalo, NY - Rizzo cited four examples: college students hustling magazine subscriptions; home improvement laborers promising great prices on odd jobs; out-of- state alarm companies offering free installation and equipment; home energy company representatives ... [More Info](#)
- **OH: Twp. police warn of aggressive salesman**
5.8.11 - The Review - LaCroft, OH - Talbott said the men are going door-to-door in the neighborhood and claim to be working for the Vivant Alarm Company. "They are trying to make their sales pitch and being really aggressive to homeowners. They are trying to gain entrance into the house, ... [More Info](#)
- **OH: Youngstown police seek rapport with the public**
4.22.11 - Youngstown Vindicator - Youngstown, OH - In addition to leaving the hangers, the officers were warning some residents about someone who's fraudulently claiming to represent an alarm company in an attempt to get residents to switch to that company, Ross said, adding that the person is not ... [More Info](#)
- **OR: Door-to-door scams reported**
4.7.11 - Herald and News - Klamath Falls, OR - Does she have a burglar alarm? What about a dog? A sliding glass door? "The burglar alarm ones worry me the most," McMann said. "They ask some questions that seem normal." Authorities said burglars posing as door-to-door salespeople are more common as ... [More Info](#)
- **TX: Alarm sales scams possible**
5.9.11 - Times Record News - Wichita Falls, TX - Over the last several weeks, the volume of inquiries into door-to-door alarm sales companies has spiked. This recent increase in inquiries is somewhat unseasonal when it started, as summer is normally when the door-to-door alarm companies are hitting ... [More Info](#)

- **TX: Could a convict be trying to sell you a home alarm? A warning from DPS**
5.12.11 - KENS5 - San Antonio, TX - Talk about a false sense of security. Officials are warning that the person who knocks on your door to sell you an alarm could be the person who has no business being trusted. "They take unscrupulous tactics," said Bob Vallance, a spokesman for the South Texas Alarm Association. "They'll sit there and talk to you 'til you finally give in," he added. [More Info](#)
- **TX: DPS: Make sure alarm system company is licensed**
5.13.11 - LubbockOnline.com - Lubbock, TX - The Texas Department of Public Safety is urging Texas residents to make sure that any alarm salesperson, company or alarm installer that they hire is ... [More Info](#)
- **TX: Legitimate door-to-door sales?**
5.12.11 - Connectamarillo.com - Amarillo, Texas - It might feel like Summer, even though it's still Spring, and that means you're going to see some activity in your neighborhood that could get aggressive. [More Info](#)
- **TX: Texas DPS Issues Warning About Aggressive Home Alarm Sales**
5.12.11 - KGNB 1420 AM - Austin, TX - Texas DPS officials are warning residents about aggressive door-to-door alarm salesmen. Alarm solicitors begin targeting neighborhoods during the summer months, aggressively marketing their services, but remember that alarm companies ... [More Info](#)
- **WV: Putnam Sheriff Says Company Selling Alarm Systems Is Legitimate**
5.6.11 - WVNS - Winfield, WV - A security alarm sold in Putnam County is not a scam but the method used to sell it may not be completely accurate. Sales people have told customers the sheriff's department endorsed the product which Sheriff Mark Smith says is not the case ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AK: Pet protection, business alarms, parking considered by council**
5.5.11 - KFSK - Petersburg, AK - Council members also voted to phase out business-alarm monitoring by the police department.... [More Info](#)
- **AZ: False-alarm ordinance will go into effect in July**
5.13.11 - Prescott Daily Courier - Prescott, AZ - A new alarm ordinance that city officials say is as "lean" as possible is set to go into effect in Prescott this summer. ...[More Info](#)
- **AZ: Proposed \$1.3B city budget advances**
5.4.11 - Arizona Daily Star - Tucson, AZ - Under City Manager Mike Letcher's proposed budget, residents will see a new \$20 fee for alarm owners... [More Info](#)
- **CA: City amends alarm ordinance**
5.10.11 - Roseville Press Tribune - Roseville, CA - Roseville City Council unanimously approved an amendment to the city's alarm ordinance May 4 to minimize the financial impact of these calls. So far this fiscal year, police have responded to 3336 alarm calls, which equates to about 10 a day, ... [More Info](#)
- **CA: City Finances Performing Better Than Anticipated**
5.4.11 - Patch.com - Foster City, CA - In other business, the council unanimously approved a proposed fine increase fines to residents whose home alarm system sounds off repeated false alarms. As recommended by the police department, beginning July 1, a \$50 fine would be imposed for a ... [More Info](#)
- **CA: City Fines Amnesty Program Due to Expire**
4.26.11 - Patch.com - Venice, CA - To settle, simply pay 60 percent of your bill. Fully 40 percent will be forgiven, up to \$50000. Bills can include false alarm fees ... [More Info](#)
- **CA: Foster City council to study budget Monday**
5.9.11 - San Jose Mercury News - Foster City, CA - Most fees will get modest increases, and some new ones, including a fine for false-alarm calls to police, will be added.... [More Info](#)
- **CA: LA offers online Alarm School program**
4.26.11 - Daily Breeze - Los Angeles, CA - The Los Angeles police commission is offering Alarm School online, allowing violators of the city's false burglar activation law the option of either paying the fee or attending school online... [More Info](#)

- **CA: OPD may charge for false calls**
5.4.11 - Orland Press Register - Orland, CA - It will require owners to register their alarms with the city and provide contact information and the name of the alarm company. Carr said her staff will discuss the issue with burglar alarm owners and provide a grace period for the new ordinance to go ... [More Info](#)
- **CA: Police: No spike in burglaries after alarm policy shift**
4.25.11 - Desert Sun - Coachella Valley, CA - Command Center is a nationwide alarm monitoring company while Get Alarmed Security is a retailer of alarm systems. These policies only refer to residential and home burglar alarms. All police agencies continue to ... [More Info](#)
- **CT: \$346077 In Pay To Answer 'Primarily False Alarms'**
5.8.11 - Hartford Courant - Middletown, CT - Officials say, were "primarily false alarms" such as "patients pulling alarm, staff cooking, popcorn, smell of smoke."... [More Info](#)
- **CT: Mayor's task force recommends disbanding six city boards**
4.26.11 - Stamford Times - Stamford, CT - Among the four boards, commissions and committees recommended to be merged with existing ones are: the Alarm Appeals Board ... [More Info](#)
- **GA: Peachtree City, Ga. ponders false alarm ordinance**
4.25.11 - SecurityInfoWatch - Peachtree City, GA - Police are asking the city council to approve an ordinance that would fine homeowners, businesses and city-owned property for false alarms. Under the proposal, two false alarms would be allowed per ... [More Info](#)
- **KS: Shawnee hiking up false alarms fees**
4.12.11 - Shawnee Dispatch - Shawnee, KS - Alarm companies estimate the vast majority of false alarms stem from operator error, such as when the property owner fails to enter the correct code, according to the police study... [More Info](#)
- **KY: City to fine businesses for false alarms**
5.14.11 - Morehead News - Morehead, KY - He explained that after two false alarms in one calendar year, businesses will be fined and warned to repair their alarm systems. Businesses that still have ... [More Info](#)
- **MI: Possible Emergency Response Fees Worry Seniors**
5.10.11 - Patch.com - New Baltimore, MI - The alarm system that the Meadows currently uses notifies emergency responders immediately—even if there is no real emergency. Each time a smoke alarm goes off, the fire department is contacted through a call center. "What we're trying to do is to get ... [More Info](#)
- **MN: Hastings, Minn. approves false alarm fees**
4.22.11 - SecurityInfoWatch.com - Hastings, MN - Fee could generate nearly \$25K in the first year. Accidentally tripping a burglar or fire alarm in Hastings could become costly. The city council unanimously approved an ordinance this week that charges owners if their systems sound too much. Alarm-holders also are now required to register with the city each year free of charge. [More Info](#)
- **MO: False alarms in KC getting more costly**
4.28.11 - Kansas City Star - Kansas City, MO - The police department plans to increase the annual renewal fee it charges residents who log more than two false alarms each year to \$49 per false alarm. The department also is raising the renewal fee for businesses. They don't get any freebies and must ... [More Info](#)
- **NC: False alarm calls down in Fayetteville; PWC is top offender**
5.5.11 - Fayetteville Observer - Fayetteville, NC - She said the alarm was triggered accidentally "many times as we were troubleshooting to locate the problem. That was identified and corrected in March." The police have identified 18223 security system accounts in the city. ... [More Info](#)
- **NJ: Alarm-measure approved**
4.7.11 - NorthJersey.com - Montclair, NJ - The council approved a town-code amendment that allows the Montclair Police Department to suspend responding to burglar alarms of those who haven't paid their false-alarm fines, except in cases involving "duress, robbery, holdup and panic alarms. ... [More Info](#)
- **NJ: Ocean Twp. Alarm Registration Due by May 31**
5.11.11 - Word on the Shore - Ocean Township, NJ - Under an ordinance passed by the Township Council, all alarm systems in residences and businesses in Ocean Township are required to be registered with the Ocean Township Police Department even if they were previously registered. ... [More Info](#)

- **NJ: Raritan Twp. fire auxiliary members don't have to pay fees**
5.7.11 - Hunterdon County Democrat - NJ.com - Raritan Twp., NJ - ... Flemington Fire Department or Raritan Township Police Department and who live in the township do not have to pay the fees others owe for alarm system registrations, alcoholic licenses, vital statistics, pet registration, driveway permits, [More Info](#)
- **NJ: Too many false alarms could put you in court**
5.8.11 - The Mt. Laurel Telegram - Mt. Laurel, NJ - In 2010, Mt. Laurel police responded to 3672 alarm activations. Only 24 of those activations were actual emergencies requiring police response. According to police, excessive false alarms drain police resources and hinder service to those truly in need ... [More Info](#)
- **NJ: Upper Pittsgrove ordinance would fine for false alarm calls**
4.30.11 - Today's Sunbeam - NJ.com - Upper Pittsgrove, NJ - Members of the Upper Pittsgrove Township Committee have introduced an ordinance here that will impose fines against any property owners having more than five false alarm calls at a location in a year. The ordinance, introduced earlier this month, ... [More Info](#)
- **NM: False alarms plague police in Las Cruces, N.M.**
4.26.11 - SecurityInfoWatch- Las Cruces Sun-News - Las Cruces, NM - City's police department responded to more than 6,900 false alarms in 2010. When used correctly, security or burglar alarm systems offer peace of mind and are an effective tool in protecting property. [More Info](#)
- **OH: City shuts down business; owner insists he's being run out of town**
4.12.11 - Chronicle-Telegram - Elyria, OH - Fire Chief Richard Benton said the Lowell Street property has been a problem for the department since 2008 when it began receiving a series of false alarm calls... [More Info](#)
- **SC: False Alarm Could Cost You Big Bucks**
5.12.11 - WYFF - Greenville, SC - Sgt. Jason Rampey of the Greenville Police Department said the ordinance is to reduce a large number of false alarms which consume officers' time. Rampey said it's important for people to know how to disarm an alarm system. [More Info](#)
- **SC: Police crack down with fines as false alarms affect patrols**
5.6.11 - Live 5 News - Mt. Pleasant, SC - Police in Mt. Pleasant say a large number of false alarm calls are affecting patrols. "We respond quite frequently to alarms," said Mt. Pleasant Police Lt. Donnie Quick. Quick said officers respond to 10 to 15 false alarms ... [More Info](#)
- **TX: Fee alarms resident**
4.5.11 - The Cross Timbers Gazette - Flower Mound, TX - The Town of Flower Mound recently passed a new ordinance which requires that all burglar alarm system owners register their alarm systems with the police department... [More Info](#)
- **TX: Nueces County officials consider drafting alarm ordinance**
4.23.11 - Corpus Christi Caller Times - Corpus Christi, TX - When an alarm goes off in rural areas of Nueces County, the owner never is charged for a response from sheriff's deputies no matter how many times it's a false alarm. But Nueces County officials are looking to change ... [More Info](#)
- **VA: Fee hikes sought to balance Danville budget**
5.10.11 - WSLS - Danville, VA - ... fees ranging from \$100 to \$200; compliance inspections will cost \$100; routine fire inspections will cost \$50; certain plan reviews will cost \$30 and there will be fees ranging from \$50-\$125 for more than two false alarm calls in a calendar year. ... [More Info](#)
- **WA: Kirkland Changes Web Address and Annexes Area**
4.6.11 - Kirkland, WA - Kirkland is offering a reduced rate for residents who fall in the annexed area. [More Info](#)
- **WI: New Ordinance in Milwaukee Helps Heal Old Wounds**
5.6.11 - Security Sales & Integration - Milwaukee, WI - Following a months-long effort by a task force charged with rewriting this city's alarm ordinance, installing security contractors and city leaders are hailing sweeping changes made to the provision ... [More Info](#)

Industry News

Courtesy of NESAs

- **IACP releases alarm management whitepaper**
5.3.11 - SecurityInfoWatch - The International Association of Chiefs of Police recently released its "Position Paper on Alarm Management," which details what the organization feels are best practices when it comes to implementing an alarm management program. ... [More Info](#)
- **What New Fire Code Changes Mean for Sole-Path Cellular**
5.6.11 - SecurityInfoWatch - Among the many improvements found in the latest edition of the National Fire Alarm and Signaling Code (NFPA 72-2010), one should be of particular interest to fire systems integrators: cellular technology is now permitted as a sole means for alarm ... [More Info](#)
- **FBI: Bank Crimes Fell in 2010**
4.14.11 - Security Sales & Integration - Crimes against banking institutions fell in 2010 compared to 2009, according to the FBI's annual bank crimes report ... [More Info](#)
- **Small changes keep seniors in homes**
4.23.11 - Columbia Daily Tribune - Security alarm companies see services tailored to the elderly as a natural business extension, particularly in what Fields calls "the box and button" market. Much of the United States has a long way to go before such products are used as commonly as ... [More Info](#)
- **Developing technologies for central stations**
4.12.11 - SecurityInfoWatch - Software features such as the alarm bar provide a visual indicator as to what has been done historically to the alarm in addition to monitoring what the customer has been experiencing. Other capabilities included are a status change option, ... [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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