



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink 2016 Symposium Edition

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Annual FARA Membership Meeting

By: Sherry Couey

With one day of exciting training and informative sessions under their belt, FARA members came together on Day two, for the annual meeting of the membership. President **Kerri McDonald** presented the annual report updates which showed the Association is in great financial shape. It was emphasized that FARA is a good steward of the organization's finances. She also pointed that most of the work is done by volunteers, with the exception of Executive Director **Brad Shipp**. Most notably, President McDonald thanked our generous sponsors for the not only the funds contributed to the FARA Institute that allowed public safety members to attend the symposium, but the time and effort they contribute to our goals in false alarm reduction.



As part of the General Membership meetings, Director **Brad Shipp** announced it was time for the election of officers. This year, no one had announced intentions of running for vacated positions so per the bylaws, the following were reelected to their positions:

- President - **Kerri McDonald**
- Vice President - **Tammy Foxworthy**
- Treasurer - **Steve Heggeman**
- Associate Director (Fire) - **Mary Galloway**
- Associate Director (Vendor) - **Rick Moore**

It was announced that Training & Certification would be split with Certification forming its own committee comprised of those members who have earned their Certified Alarm Manager status. Training will be combined with Communications in efforts to cut down redundancy and process. It was also announced another new committee called Industry Liaison was created. This committee will be comprised of industry members and one public safety member. Industry Liaison will serve as a type of advisory committee that will assist other FARA members, particularly public safety with questions and issues that concern the alarm industry. They will also advise FARA of upcoming trends and practices within the alarm industry.

President McDonald appointed the following Committee Chairs:

- Symposium - **Tammy Foxworthy** and **David Wilson**
- Membership - **Debbie Hansen** and **Afornia Hawthorne**
- Certification - **Sherry Couey**,
- Awards - **Tammy Foxworthy** and **Kristina Walker**
- Communications/Training - **Kerri McDonald** and **Sherry Couey**
- Industry Liaison - To be announced.

FARA has much to look forward to in the upcoming year before next year's annual meeting. Keep an eye out for those new and exciting changes that will help you get the most out of your membership.

Norma C. Beaubien Public Safety Awards for 2016

By: Sherry Couey

The Norma C. Beaubien Member of the Year Award is presented to outstanding FARA members for their contributions to FARA, their agencies and the communities they serve. The winners are selected by past winners of the member of the year awards. This year two public safety members were recognized.

Congratulations to both these hard working ladies! They certainly deserve it.

Meredith Wivell of Frederick Police Department, Frederick, MD

Meredith Wivell has been running the Alarm Reduction Unit for the Frederick Police Department since 2010. After spending just a few minutes with Meredith, you cannot miss her commitment to public safety, officers and the citizens in her city.

She has carefully guided the alarm unit and become a highly respected member within FARA's Mid-Atlantic's Chapter.

As Mid-Atlantic Chapter President, Meredith has worked tirelessly to make alarm users, public safety officials and representatives from the alarm industry feel welcome at the Mid-Chapter meetings. She has also reached out to the Maryland Burglar and Fire Alarm Association and attended several of their meetings and functions.

She has also attended several FARA Training Symposiums and has served as a presenter on multiple occasions.



Nadya Morgan of the City of Baltimore, Baltimore, MD

Our second recipient has probably the longest job title amongst FARA members! She is **Nadya Morgan** of the City of Baltimore. Her official title is *Assistant Commissioner of Baltimore City Permits and Code Enforcement*.

Nadya serves as FARA Vice President Electronic Security and on the FARA Symposium Committee. She has been a presenter at several symposiums. Nadya has also dedicated a lot of their own personal time to FARA. It can be said that Nadya knows her stuff and has a few degrees to prove it.

She currently oversees a very large department with a big budget. Even so, she has taken on several special projects to help her department grow and provide high quality customer service to members of the community and citizens of Baltimore.



W. Rex Bell Associate Member of the Year Award for 2016

By: Sherry Couey

The **W. Rex Bell Associate Member of the Year Award** is presented to outstanding FARA members for their contributions to FARA, their companies and the communities they serve. The winner is selected by past winners of the member of the year awards.

Sarah Salazar, United Central Control, San Antonio TX

This year's winner is **Sarah Salazar**. Sarah has worked for United Central Control for over 10 years. During that time she has risen through the ranks. She has worked as an operator, customer service team member and in dealer relations.

Sarah also has dedicated her time and has served in different capacities within her state and local alarm associations. She is always willing to volunteer even before being asked.

Sarah has also been a presenter at past symposiums. Currently she is a member of the FARA Symposium Committee, and has volunteered to help coordinate all the speakers and presenters at the FARA Symposium. Most recently, she has volunteered to help with the minutes for the Symposium Committee.



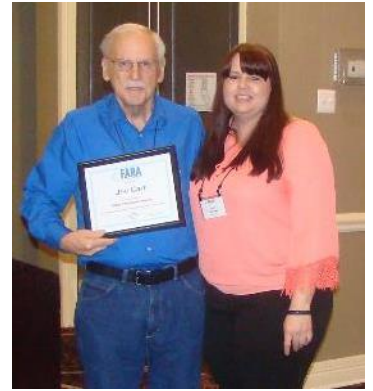
President's Award

By: Sherry Couey

This year, FARA decided to present a very special award called the FARA's President's Award of Appreciation. The Association wanted to recognize **Joe Carr**, who recently retired from United Central Control.

Joe has spent countless hours contributing to the FARA mission. He believes in what we do and has shared that thought everywhere he has gone. Make no mistake Joe has traveled to a lot of places! Joe is a person who always willing to share his knowledge. He has been a presenter at numerous symposiums. His fundraising skills are tenacious! It would be fitting to say that if it weren't for Joe's fundraising skills, several members wouldn't have been able to attend symposiums.

He really fulfilled a need within this association. FARA wishes Joe the absolute best in his retirement.



Special Thanks to the Symposium Committee & Volunteers

FARA owes many thanks to **Tom Foxworthy** and **Morgan Walker** for unselfishly volunteering his free time to man the registration desk during the entire symposium.

And very special thanks to the Symposium committee for all the work to make the Symposium a success.



Opening Session

By Alberto Hook

The FARA Symposium for 2016 was April 19th to April 21st and was held in the "Live Music Capital of the World", Austin, Texas. It was great to see so all the familiar faces from years past and equally wonderful to meet all the newcomers. This year had a lot of new participants from all over the country and Canada.

Every year we are given a list of the symposium attendees and valuable information that all members can use. In years past we were given the attendee list in paper format. This year we were offered the ability to download an App called Grupio, a mobile App that makes attending the symposium more convenient. Grupio offers members electronic access to the schedule, speakers, sponsors, attendees and much more. This made it MUCH easier to find information related to the symposium. The symposium always presents an enormous amount of information and training classes.

This year, the class that impressed me most was the "Plain Language" given by **Sharrid Girard**. I will be reviewing and updating all of the letters we send to our residents. "Plain Language" provided me with the roadmap to simplifying the language we use on all of our notices and letters.

I also want to say "Thank you" to all of the FARA Sponsors for their donations. Without these funds many of us would not be able to attend the symposium and bring back the knowledge to our departments.



What FARA Has To Offer

By Kerri McDonald

Presenters:

Sherry Couey, Fayetteville Police Department
Sue Smelter, Greenville Police Department
Julie Rush, Clackamas County Sheriff's Office



After the Opening Session we kicked off the Symposium with What FARA Has to Offer. This session was presented by Sherry Couey, Sue Smelter and Julie Rush. These ladies gave us valuable information on what FARA really does have to offer. They gave us an overview of all the documents FARA has and different ways to use them. They also updated us with the new changes that have been occurring on the FARA website. This was a great session for new and longtime members.

Introduction into the Alarm Industry

By: Sarah Salazar

This session was presented to the False Alarm Reduction Association by **Jordan Brown**, who was representing the National Electronic Security Alliance ([NESA](#)), a coalition of Alarm Associations (Texas, Maryland, Oklahoma, Kansas and Arkansas) and Guard Tronic, Inc. an independent, full service alarm systems integrator out of Arkansas and Oklahoma.

This presentation was extremely insightful and gave a great overview on exactly what alarm systems are, what they can include, what the Alarm Industry is and what services are often provided. More importantly, he gave an insight into what kind of impact the alarm industry has on job creation, independent and local central stations' role within the industry and what kinds of different company structures there are within that niche, highlighting different ways alarm companies and the industry can capitalize on profit.

Jordan also gave a great break-down on all the *many* organizations that have been put into place; many initiated by the alarm industry, to oversee everything from equipment installation, procedures and central stations site certifications, to licensures in diverse locations around the country.

Lastly, Jordan touched on the ever more prevalent, Do It Yourself (DIY) alarm installations, and mentioned some of the challenges facing public safety, alarm and security industries.

Overall, this session was a wonderful summary of how the industry works and fits into the public safety world, highlighting how important it is for both entities to work together for the direct benefit of the consumer.



Plain Talk

By Tammy Foxworthy

Sharrid Girard, Customer Experience Technician from the City of Olathe, KS returned to the symposium to teach a two hour session on principles of the plain language writing techniques.

Attendees were able to see FARA documents that were converted to plain language. These techniques can be applied to the web, email and other written communication. Utilizing plain language in your correspondence is an efficient way to communicate with alarm users and customers.



City Council Revealed

By Kristina Walker

I am one proud sister! My brother **Cobby Caputo** took time out of his busy schedule to come speak to us on how to work the city council. Get you an ally on the city Council he advised! Once you have the ear of a city council member, then you will have someone that can help you accomplish what you need done.

Cobby and the city manager **Daron Butler** were open to suggestions from the audience as well. They learned a lot to bring back the city and have a much better understanding on why things are presented to them and how they can help get the ordinances passed that are presented to them. So this is a win win for all of us.

As a side note, my brother Cobby Caputo was in the middle of running again for City Council in his town of Cedar Park, TX and I am proud to say he won!



“What’s So Special About Texas?”

Reporter – Jim Cogswell

Chris Russell, of the Texas Burglar and Fire Alarm Association was scheduled to give this portion of the FARA Annual Symposium in Austin, Texas. Unfortunately he was unable to get out of Dallas, but we were fortunate to have **Brad Shipp** jump in. Besides being FARA’s Executive Director, Brad is also the Executive Director for the Texas Burglar and Fire Alarm Association and is well versed in the ins and outs of Texas law regarding alarm usage.

The State of Texas has a number of statutes that govern what local jurisdictions may and may not do with regard to alarm usage and governance. The state also sets the amount of fees and fines that local governments may impose as well as requiring levels of training for alarm sales personnel and installers. Alarm companies are required to notify the local jurisdiction of new installations and to provide users with training and information on false alarm prevention.

Texas has state licensing laws for alarm companies and sales and installation personnel, requiring full background checks and the display of picture IDs. The important point is that most of these laws were passed with the input and the cooperation of the alarm industry, which has an excellent reputation for pushing quality installations and false alarm reduction.

Texas is an excellent example of how the industry and government can work together to provide good service and still reduce false alarms.

Can Video Catch the Crook and Stop the False Alarm?

By Elizabeth Slaughter

Robbie Robinson, of Phoenix PD, gave a presentation on how video alarm systems have become a dominant trend in the alarm industry. This presentation highlighted the impact video alarm systems are having, and will continue to have, on public safety. Video alarm systems provide a number of benefits to law enforcement, including evidence of criminal activity and increased apprehensions/convictions, to name a few.

The security industry is taking full advantage of their consumers’ desire to record what is happening when they are gone. This has resulted in manufacturers developing alarms with video apps, “Do It Yourself” products through dealer portals or modified direct to consumer lines that include video and central stations using web-based marketing strategies to sell directly to consumers. Video alarm systems will continue to grow and pose new opportunities and challenges for the alarm coordinators and public safety in general.



Winning Over the Difficult Customer

By Nadya Morgan

This session was presented by **Ron Bowden** of United Central Control (UCC). Ron has been in the security business for several years.

The presentation was excellent and provided information that is not only related to alarms but in many other situations and operations and as Ron Bowden said, in your life.

Ron's presentation is available on the FARA's website and on the App as well.

"When you have a dissatisfied customer it is usually because of one of 4 things:"

- Money
- Quality of Work
- System Malfunctions
- Missed/Delayed Appointments

Money

Sometimes the customers feel blindsided by additional charges, such as:

- Service calls fees
- Charge for additional equipment especially when there are multiple companies and contractors involved. Sometimes information does not get shared.
- False alarm charges/fees. They occasionally say no one told them about the permit fee and they complain about having to pay for police response when they already pay taxes.

Quality of Work

If they quality of work is not good they you are not meeting your customer's expectations, for instance:

- Installations issues, poor workmanships lack of user training resulting in service calls
- Rescheduled appointments, customers have to take too much time off work.
- Installers not testing all systems before they leave they may have to come back again for another problem
- Make a mess of the customer's house and does not clean up.

Systems Malfunctions

System Malfunctions can create many problems for the customer

- Creates False Alarms
- Poor or no operational instruction, no user training. This is a huge problem with the older customers
- Lack of understanding of integration
- 9/10 alarms are caused by operator/user error. "This system is going off all the time"

Missed or delayed appointments

Customers complain about missed appointments especially when they take off from work and no one from either of these offices show up or are late.

- Sales
- Installation
- Service calls

What do we do when this call comes in?

One thing that we must all remember is that the customer is always right:

LISTEN

- Let the customer tell you why they are upset and hear them out
- The customer needs to express their issue
- Be understanding but not patronizing
- Repeat the complaint back to the customer to ensure you got all the issues (the basic depth or the complaint)
- Apologize for the issue if there is fault on your part
- If the fault is unclear or neutral be understanding of the customer's frustration.



OFFER SOLUTIONS WITH OPTIONS

- Customers can overstate the problem and may not always tell the truth but you should try to compromise
- When you figure out the solution- Don't oversell, make sure you can fulfill your commitment. If unsure, quantify your commitment to the customer.
- Confirm the solution and get the customer's agreement.

PERFORM- most important is to get it processed immediately.

Think of the customer as a member of your family on the other end which will help you do the right thing.

"Sometimes doing the right thing is not the correct thing.

Recommendations for Recommendations

- Understand that it is against most city/country/state policies to refer a particular alarm company.
- Have the customer look online for companies that are members of state and local associations. These companies are committed to their industry.
- Advise them to only do business with companies who are licensed.
- Investigate all your options:
- Ask your neighbors
- Angies list
- Website
- Local BBB
- Consumer reports
- Talk to more than one company and get the proposal in writing
- Read the contract
- Ask for recommendations/referrals
- Lastly, if a consumer has been wronged by a security or guard, advise them to report to the appropriate agencies.

Keep in mind we are here to server our customers and family and friends and we will give the best service to our customers.

Causes and Solutions to Common False Alarm Problems

By Roberta Smiley

Jim Cogswell of Leawood, KS Police Department announced that this was going to be the "Best Session of the Conference!" It certainly was lively and spirited, showing us all how easy it can be to ask for and receive help from each other. Some lucky advisors received a raffle ticket for offering advice.

Various questions were posed, including:

- **Do you have online registration, and do any of your alarm users have trouble with it?** Several agencies answered affirmatively and described walking customers through the screens. It was also important to retain a way for people to use paper applications to get their permits.
- **Do you bill unmonitored users?** Most answered yes to this.
- **Multiple false alarms are sometimes very clearly user caused, for example a senior lady who keeps setting off her alarm with a fob.** Suggestions ranged from taking the fob away or denying dispatch to the fob-generated dispatch requests. Getting the alarm company involved seemed most obvious; requesting they provide a multi-switch fob to the user, going higher up the alarm company ladder if needed, and having a teleconference with the user and company.
- **Permit renewal processes vary.** Some do yearly renewals, some every two years, some agencies' users are not subject to a renewal process at all. It seemed agreed that this would very quickly lead to inaccurate records. Some agencies do not charge for renewal of the permit if there have been no false alarms during the permit year. Some agencies do not renew any permits if there is any amount owed – period.



- **Alarm companies:** Some are pro-active to help manage their customers' accounts, paying renewals and false fees. Some ordinances require companies to provide customer lists, and some areas can cite the companies into court for issues with false alarms. Some places also fine the alarm companies directly, leaving it to the companies to try to address the problems rather than an individual alarm user. Some agencies are thankful that companies will go the extra mile and assist their customer at sign-up with getting the permit paperwork submitted.
- **It was asked if any agencies collect and distribute false alarm numbers per company.** One hurdle to an accurate count is identifying which company each user actually uses. There is much switching and swapping and unless there is a finalized count per customer, the alarm factor info could be quite inaccurate.

In conclusion, Jim mentioned that we all ought to take advantage of the many resources available to us. One suggestion is using the FARA Assistance Request, where individuals can send a question to Brad and he will send it out to the membership and ask that responses be sent to you directly. Also, attend your local industry meetings if you can, join state industry organizations.

ASK! If the other person doesn't have the answer, they will have a good idea of how to find out!

How Do You Compare and Measure

By: *Meredith Wivell*

Moderators: **Nadya Morgan**, Baltimore City Dept. of Housing

Speakers: **Mary Ann Carney**, Austin Police Dept.
Thomas Waugh, Baltimore City Dept. of Housing
Alberto Hook, Montgomery County FARU



The presenters of this class wasted no time offering valuable insight on how each respective agency measures the success of their program. The general belief is that there is a correlation between the number of false alarms and registered alarm systems. The overall goal is to reduce false alarms. Being able to identify the successes and failures of any program are only as good as the data your agency maintains. Each presenter shared a PowerPoint presentation and discussed how each agency reports and measures their own success.

Mary Ann Carney started the class off and truly represented Austin well. The City of Austin is concerned with annual reporting. They closely monitor revenue and show how the revenue is broken down: permits, late fees, return fees, false alarm fees. They are seeing approximately three million in revenue regarding the alarm program. Austin has a hefty registration fine if you are non-compliant with the registration aspect. The fee is \$200. Payment is encouraged via their website. It is important to note that the City of Austin does not write-off any payments not received. They will stay on the books until payment has been received.

Thomas Waugh shared an informative report for his jurisdiction, Baltimore City, Maryland. His unit registers and licenses property, contractors and alarms. His agency reports the revenue generated by the unit, the number of alarms, measures the benefits of reduction and offers analysis cost of fire alarms even though they don't enforce fire alarms currently. Baltimore City started enforcement in 2011. Prior to this, they used a third party vendor. New alarm laws were proposed in 2012. His agency looks at reduction tools, such as enhanced call verification. They saw a huge increase in the number of registered alarm systems. They started with 25,000 in 2010 and now they are over 90,000 and believe there are more than they are aware of. Analysis of their data is broken out with number of accounts, registrations, number of calls for service, number of false alarms, and the number of citations. These are tracked bi-weekly, monthly and annually. They attribute enhanced call verification to the success of 38% reduction in alarm calls.

Alberto Hook with Montgomery County Maryland FARU shared what measurable approaches are most effective with his agency. He reiterated that your enforcement to your ordinance is key. Having language and the tools to enforce your ordinance are essential to having great success. He stated that his collection rate went down slightly due to a new transition within the county. Montgomery County publishes an in depth annual report. He offered some suggestions on what to consider regarding your reporting; know your audience, provide relevant data; review your reports and adjust with the climate of your jurisdiction.

Overall, it was an insightful class. Great discussion transpired during the course. One of the ideas that came out of the class was to document the successes and share with FARA what tools are successful and which ones are not. This information could lead to greater measures of program success that could be shared among all interested parties.

What is in the FARA Model Ordinance?

By *Kristina Walker*

This session was presented by **Kerri McDonald** and **Brad Shipp** and covered the FARA Model Ordinance. In 2013 there were changes made to FARA's Model Ordinances which streamlined it from four different ordinances to one ordinance, one guide and one standard. The FARA Model Ordinance is ready to go, but can be adapted it to meet your needs. The FARA Guide to Alarm Ordinances gets into the details of what options are available for you to customize certain parts of your ordinance. Each of the different sections of The FARA Model Ordinance were covered providing us with useful information.



Alarm Calls from the Officer's Perspective

By *Julie Rush*

Presenters:

Ray Kianes - Officer, Austin Police Department

Taber White - Officer, Austin Police Department

On Thursday, Symposium attendees had the opportunity for some Q&A with two of Austin's finest who shared their experiences responding to false alarms. They expressed their frustration about responding to repeat false alarms and how time consuming they can be. Unsecure doors that lead to false alarms require an extended amount of time to stage and search. False alarms create a huge burden for law enforcement across the nation; agencies are short staffed compared to the population that they serve. Many respond from call to call to call for their entire shift with little or no time for a break.



Treating each alarm as if it were a legitimate break in, helps remind the officers to be prepared for anything and to avoid complacency. Officers look for obvious signs of a break in such as anything that looks out of place, a dog barking inside the premises, broken glass, footprints, broken locks, gaping doors and suspicious sounds. Although time consuming and burdensome, responding officers can use a false alarm call as an opportunity to practice searching and clearing a premises.

The officers were asked what the best way an alarm administrator could get information about alarm response policy changes to patrol? Suggestions included: Attend roll call, send an email blast to Sergeants, and to see if there might be an opportunity to present policy updates during annual training.

Other topics covered included body worn cameras, response priorities for video verification and the role alarm administrators play to make the responder's job easier and the efforts we make to reduce false alarms.

FARA's Believe it or Not

By: *Brad Shipp*

- **IL: Police: Large squirrel sets off alarm at Franklin Park business**
4.1.16 - Chicago Tribune - The following items were taken from the Franklin Park and Northlake police departments' reports and press releases. An arrest does not constitute a finding of ... [More Info](#)
- **IN: Police: Naked man broke into Floyd Knobs home**
5.6.16 - Evening News and Tribune - The resident, whose wife called police, said he was woken up by a loud banging sound coming from his back door before his home security alarm activated. [More Info](#)
- **MN: Fake security company employees steal alarm system: Richfield ...**
5.17.16 - The Sun Current - Responding to a report of a domestic incident around 5:45 p.m., police determined it was a verbal argument only, but ... [More Info](#)
- **NJ: Charges dropped against teen accused of robbing \$1.2K bong from ...**
5.14.16 - NJ.com - Then, as the robber removed an "Illadelph" bong and an "Illadelph" lighter from the case, the cashier activated the store's silent alarm and ran out the back door... [More Info](#)

- **NJ: Lightning strike a bolt of luck in Glen Rock**
4.26.16 - NorthJersey.com - The electrical surge had popped three circuit breakers and tripped off the fire alarm system. "It sounded like a gunshot," Radman said of the lightning strike, and ... [More Info](#)
- **OH: Burglar forgets mask, returns a second time with face covered**
4.1.16 - ABC6OnYourSide.com - Prince says it happened when she left to run errands last Thursday, and didn't turn her home alarm system on because she was expecting her maintenance man ... [More Info](#)
- **These thieves foiled bank alarm system by wrapping themselves in ...**
4.10.16 - Mirror.co.uk - The daring ruse worked and the alarm didn't sound, but an armed police response unit was mobilized after the men were seen moving around inside the bank in ... [More Info](#)
- **TX: Burglar sues homeowner who shot him after break-in**
4.28.16 - KTRK-TV - Two years ago, a burglary suspect set off an alarm on a detached garage in Dunkirk, Indiana. The homeowner saw the man running away, pulled out a gun and ... [More Info](#)
- **TX: Deer busts through window of Houston business, capture live ...**
4.21.16 - UPI.com - The deer crashed through a picture window at the Connect One Alarm Company Wednesday evening in west Houston and the business shared photos on ... [More Info](#)

Do you have any stories you would like to share about strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to bradshipp@4yoursolution.com and we'll put them in the next InfoLink for all to share!

News on Door to Door Sales

Courtesy of NESAs

- **Man posing as alarm rep in southeast Atlanta**
3.31.16 - FOX 5 Atlanta- Atlanta - A really frightening moment for a southeast Atlanta woman and other neighbors after she said a man posing as an alarm representative approached ... [More Info](#)
- **Tips for buying a home security system**
5.2.16 - The Telegraph - BBB also received a lot of complaints from consumers about less than ethical companies attempting to get them to switch their alarm service, often by knocking ... [More Info](#)
- **Bates Security Warns Customers of Man Pretending To Be Employee**
5.17.16 - LEX18 Lexington KY News - They say he told the people he was there to service their alarm system and when one customer let him in, he asked the homeowner for the password. [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AB: Calgary Bylaw Adds Controversial Wrinkle to Police Responding to ...**
4.27.16 - Security Sales & Integration - Calgary Bylaw Adds Controversial Wrinkle to Police Responding to Alarm Calls. Calgary Police Service is using a more cautious alarm vetting process to cut ... [More Info](#)
- **AB: Cops changing alarm responses**
4.26.16 - Calgary Sun - Officers will still respond to verified alarm activations, and there are no changes in how they handle panic, holdup or duress alarms, Calgary Police Service said ... [More Info](#)
- **AB: Permits required for residential, business alarm systems**
5.5.16 - Lethbridge Herald - Lethbridge residents and business owners with alarm systems are being advised by police that they must have a permit to comply with an existing city alarm ... [More Info](#)
- **AL: Mixed Emotions About Alarm System Registration Fees**
4.29.16 - WKRG- Really there's no way the police can force you right now to register your alarm system. "That's correct, I mean when we respond to a false alarm and actually by ... [More Info](#)
- **AL: Mobile, Ala., Enforcing Alarm System Registration to Limit False Alarms**
4.28.16 - SSI - Homeowners and business owners will have to pay \$25 and \$50 a year, respectively, to register their alarm systems with the city. [More Info](#)
- **AL: Permit fee alarming to some**
4.20.16 - Lagniappe - The owner of Bay Chevrolet received a courtesy letter from the Mobile Police Department informing him he needed to purchase a \$50 alarm permit following a... [More Info](#)

- **AZ: Adjustments could be in store for Prescott's proposed security alarm ...**
5.18.16 - The Daily Courier - Prescott – Coming just two weeks after city approval of a new business license program, the proposal for a mandatory security-alarm registration raised ... [More Info](#)
- **BC: Cost for false alarms on the rise**
4.20.16 - Cowichan Valley Citizen - The cost to people and companies for false security and fire alarm calls in the Municipality of North Cowichan has gone up. Council decided at a recent meeting ... [More Info](#)
- **CT: Wallingford Town Council to consider abolishing Historic Properties ...**
5.5.16 - Meriden Record-Journal- ... a motion by Fishbein on creating a tax abatement program to encourage development in the Incentive Housing Zone downtown and updating the town's alarm ... [More Info](#)
- **FL: Palmetto City Commission Agenda Results: 5/16/2016**
5.17.16 - The Bradenton Times - Palmetto - At Monday's city commission meeting, members took the first step in passing Ordinance 2016-07, regulating security alarm businesses limiting ... [More Info](#)
- **GA: New Atlanta police cameras help make arrests**
4.26.16 - FOX 5 Atlanta - Atlanta police said they tripped a residential alarm when they tried to get into a vehicle. The men jumped back into their car and believed they could make a ... [More Info](#)
- **IA: Editorial: Davenport makes right call with alarm fine**
4.7.16 -The Ledger- But that year police nationwide responded to 36 million false burglar alarms at a cost of nearly \$2 billion. Industry analysts say between 94 percent and 98 ... [More Info](#)
- **ID: TF City Council Approves Cops for Duathlon, Postpones Decision ...**
4.12.16 - Twin Falls Times-News- Transient vendors include those who come to town to sell everything from "pesticides to magazines and alarm systems," Police Chief Craig Kingsbury told the ... [More Info](#)
- **LA: Board of Aldermen pass ordinance subjecting property owners to ...**
4.27.16 - The Advocate - Francisville - The Board of Aldermen passed an ordinance at its Tuesday meeting that can subject property owners to possible fines for false fire alarms. [More Info](#)
- **LA: NOPD says murders are down by 30% this year**
5.15.16 - WGNO - Finally, in 2015, the City Council unanimously approved an updated false alarm ordinance that, when fully implemented, will free up the equivalent of at least six ... [More Info](#)
- **LA: Putting more resources into NOPD is vital to New Orleans' future**
4.3.16 - NOLA.com - ... implementing our false alarm ordinance. And this year, for the first time, NOPD will begin to hire part-time officers to better respond to citizen calls for services. [More Info](#)
- **MD: False fire calls cost resort significant money**
4.21.16 - Ocean City Today- "If, for example, someone burns dinner and the smoke causes the alarm, that's classified as non-preventable. If someone pulls the alarm, that's also .. [More Info](#)
- **ME: What You Need to Know: Lewiston City Council**
4.6.16 - Lewiston Sun Journal- What happened: The city currently charges \$55 for the first false alarm and \$90 for the second. That fee continues to increase with each false alarm, up to \$380. [More Info](#)
- **MO: City council approves alarm system ordinance**
4.27.16 - Daily Journal Online - After a lengthy question and answer session and review, the council voted to adopt a new ordinance for commercial emergency alarm systems. The ordinance ... [More Info](#)
- **NJ: Glen Ridge: Police blotter, May 3**
5.3.16 - NorthJersey.com - Alarm registration. Residents are reminded that home alarm systems must be registered with the Glen Ridge Police Department. [More Info](#)
- **NM: City council accepts funds for Amador Hotel restoration**
4.5.16 - Las Cruces Sun-News- The council also repealed and replaced a city ordinance regulating alarm systems and private security firms. The ordinance was amended to "clarify the intent ... [More Info](#)
- **NM: County may mandate business licenses**
4.21.16 - Ruidoso News- Taylor said the county already has an alarm ordinance that requires people to register their alarm systems and pay a fee of \$25 annually to cover administration. [More Info](#)
- **NY: Suffolk County Police Department To Announce Alarm Management ...**
4.4.16 - Long Island Exchange - Long Island, NY - The Suffolk County Police Department has announced the launch of the Alarm Management Program of Suffolk (AMPS) which is being ... [More Info](#)
- **OH: 911 delays: Cleveland city council addresses concerns after I TEAM ...**
4.5.16 - fox8.com- "They say burglar alarms go from a...they're not a priority one, they go down to a priority three, but I would think a United States Senator should always be a ... [More Info](#)
- **ON: False alarms continue to drop**
3.31.16 - Brantford Expositor- Brantford police credit the false alarm bylaw enacted last summer for a continued decline in alarm calls received by the service. In January, police received 161 ... [More Info](#)
- **OR: Alarm Box: Simple safety steps help pass inspections**
4.27.16 - Ashland Daily Tidings - For today's Alarm Box I will try to give you the inside scoop on fire inspections. A fire inspection is when we look at either a new or existing building and apply the ... [More Info](#)

- **OR: Bend to start charging for false security alarms**
4.10.16 - Washington Times - BEND, Ore. (AP) - Police in the central Oregon city of Bend say they'll start enforcing false alarm fees after responding to more than 2,000 such alarms in each of ... [More Info](#)
- **OR: Editorial: City should enforce false alarm ordinance**
4.12.16 - Bend Bulletin- The city of Bend has an alarming problem. More than 2,300 times last year its police officers responded to or prepared to respond to false burglar alarms within ... [More Info](#)
- **SC: Fort Mill looks to limit false alarm calls**
4.18.16 - The Herald- The new ordinance is aimed at cutting down on faulty alarm equipment, whether in commercial or residential units. Often new construction can prompt false ... [More Info](#)
- **TX: MCSO to begin stricter enforcement of alarm ordinance**
4.7.16 - Your Houston News- During the time between Feb. 1, 2015, and Feb. 29, 2016, the Montgomery County Sheriff's Office responded to more than 20,000 false alarms in ... [More Info](#)
- **WA: Yakima County has more burglaries, but they get solved less often**
4.26.16 - Yakima Herald-Republic - Contrary to the depictions in popular media and alarm-company commercials, burglars do not usually hit houses at night when the occupants are home asleep. [More Info](#)

Industry News

Courtesy of NESAs

- **Here's why your home alarm system may not reach police**
4.1.16 - 11alive.com - A break-in inside a Cobb County apartment prompted the couple that lives there to install an alarm system. It turns out it was just a false sense of security. [More Info](#)
- **Geoff Manaugh's 'A Burglar's Guide to the City' is a unique take on ...**
4.1.16 - Los Angeles Times - It won't help you outsmart wily cat burglars with ingenious homealarm systems, either. Instead, it explores something a lot weirder and more interesting: ... [More Info](#)
- **N. Carolina may eliminate licensing for a dozen professions**
4.2.16 - WSOC Charlotte - ... locksmiths and locksmith apprentices; podiatrists; alarm system businesses; employee assistance professionals; clinical profusionists; and public librarians. [More Info](#)
- **Alarm.com Launches Fully Integrated Doorbell Camera and New ...**
4.6.16 - Nasdaq - Alarm.com has added the Alarm.com Wi-Fi Doorbell Camera - Skybell HD Edition to theAlarm.com Smart Home Security Platform, offering the first fully ... [More Info](#)
- **Passenger 'Panic Buttons' Coming To D.C. Cabs Over Industry ...**
4.7.16 - WAMU 88.5 - Passenger safety buttons triggering a silent alarm that may be relayed to police dispatchers are now required in 6,500 D.C. taxicabs, making Washington the first ... [More Info](#)
- **Dog bites woman, and now it's a federal case**
4.10.16 - Lewiston Sun Journal- A burglary alarm investigation that resulted in a police dog biting a woman, is raising the question of whether sending the dog in, who is trained to bite, was an ... [More Info](#)
- **The golden years of the PERS market**
4.20.16 - SSN - Yarmouth, ME - The users of personal emergency response systems (PERS) are getting younger. They are generally technologically savvy. The technology is getting more advanced. More Info And so monitoring stations, manufacturers and dealers have reasons to believe the golden age of PERS market growth has begun. [More Info](#)
- **CALL 6: Is your alarm system safe? Hack could turn your system ...**
5.2.16 - WRTV Indianapolis - In the past, alarm system companies would have to run wires all over your home. Every sensor from your doors to your windows had to have a wire running to it. [More Info](#)
- **What differentiates a PERS central?**
5.11.16 - Security Systems News - I've spoken with plenty of monitoring professionals about the difference between monitoring a PERS signal and a more traditional burg or fire alarm. Recently ... [More Info](#)
- **CSAA may change name to 'The Monitoring Association'**
5.18.16 - Security Systems News - Fort Worth, Texas—The Central Station Alarm Association may be renamed “The Monitoring Association,” if CSAA members approve the name change in a .. [More Info](#)
- **Majority of Canadians Believe Security Systems Increase Value of ...**
5.19.16 - Security Sales & Integration - More than three out of four (76%) believe that a monitored alarm system is effective in improving safety and security of their homes. [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

False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
Email: info@faraonline.org
<http://www.faraonline.org>

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