



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink

2018 Symposium Edition

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Annual FARA Membership Meeting

By: Kerri McDonald

The 2018 Annual Membership was on held during the symposium on Thursday, May 3rd. President **Kerri McDonald** started the meeting by welcoming everyone and explaining what the general membership meeting was about. She thanked all of FARA's institute sponsors, National Electronic Security Alliance, Texas Burglar & Fire Alarm Association, Arkansas Security Alarm Association, Maryland Burglar & Fire Alarm Association. She also thanked the Carolina and Pacific Seattle offices of Sonitrol for the giveaways the FARA members received at registration.

This year we had the honor of **Steve Heggemann** giving the Treasurer's Report. He reported the FARA was in good financial health and profitable. He explained most of the profit was from annual dues and that is why it is important that all members work to increase membership. There was discussion regarding the annual review of FARA's financial records. The membership voted to continue the annual review process with several members volunteering to help.

As part of the General Membership meetings, **Brad Shipp** announced it was time for the elections of officers. This year, no one had announced intentions of running or positions up for re-election. Per the bylaws, the following were reelected to their positions:

- President - **Kerri McDonald**, Alarm Coordinator, Riverside Police Department
- Vice President - Fire Alarms - **Tammy Foxworthy**, Alarm Coordinator, City of Olathe
- Treasurer - **Steve Heggemann**, Manager, Baltimore County Alarm Reduction Section
- Associate Director - Vendor - **Rick Moore**, Senior Trainer, Public Safety Corporation

President McDonald appointed the following Committee Chairs:

- Symposium- **Tammy Foxworthy** and **David Wilson**
- Membership- **Afornia Hawthorne**
- Training and Communications- **Sherry Couey**
- Awards- **Tammy Foxworthy**

Each of the Committees and FARA Chapters provided an annual report of the work they have accomplished and the challenges they faced.



The Symposium Committee



The Training & Communications Committee

Norma C. Beaubien Public Safety Award for 2018

By: Brad Shipp

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 award.

It is with great honor that we award this year's Norma Beaubien Public Safety Member of the Year to **Sue Smeltzer**, Alarm Coordinator for the Greenville Police Department of North Carolina.



As a FARA member since 2009, she has worked behind the scenes for our organization with a commitment that is unchallenged.

She was quick to join what was known at that time as the Training & Certification Committee, now Training and Communications. She has taught classes and has presented the Committee reports at symposiums. As a committee member, Sue has always stepped up to the task, doing what needs to be done. She is usually the first and most detailed person to respond when developing FARA training materials and documents. You can recognize her work on every Power Point Presentation as well as many of the FARA documents.

Sue has served amazingly as the secretary for the Training and Communications Committee for close to 6 years now and our entire organization is the better for it.

Sue not only achieved Certified Alarm Manager status in 2013, but has also been instrumental in developing the online Certified Alarm Manager exam.

When featured in our C.A.M. Spotlight article in FARA's Infolink newsletter, Sue was asked why she took the exam. She said "I felt it was a responsible thing to do considering that I am on a committee that works to improve training and assist others in becoming certified alarm managers." It was clear then she was dedicated to contributing to not only the Association itself, but to her fellow FARA members as well. This shows the making of a great mentor for those new to FARA.

Sue is solid, hardworking and most importantly, reliable and one of the most respectful and positive persons you will ever meet. Sue communicates in the most positive and respectful ways, even when it may be an opposite view. In short, she is the epitome of a southern Christian lady.

Sue is a dedicated member, committed to FARA's goals and standards with a quality of work that speaks volumes to that commitment.

W. Rex Bell Associate Member of the Year Award for 2018

By: Brad Shipp

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 award.

The 2018 Rex Bell Associate Member of the Year is **Afornia Hawthorne**.

Afornia is a Dispatch Reduction Manager and Central Station Supervisor at Vector Security in the Richmond Virginia Branch.

Afornia, was unable to attend the symposium due to some very important prior commitments on her schedule, so we presented her with the award at the Mid Atlantic Chapter meeting in May.

Those of us that have gotten to know her can definitely attest to her dedication to Vector Security and FARA.

Afornia has been in the alarm industry with Vector Security for the last 18 years. She started out as a Central Station Operator and then moved into the False Alarm Program as a Coordinator in 2003, before being promoted to Dispatch Reduction Manager in 2014. Her dedication, reliability and knowledge of her customer base is extraordinary and she is passionate about reducing the company's false alarm rate.

She represented Vector well recently with a great Police Dispatch Quality Award submission, resulting in an article in Security Sales and Integration Magazine. In addition to her False Alarm Reduction role, she is a Supervisor of the Vector Security South Central Station and its employees.

Afornia started her involvement in FARA with the Mid-Atlantic Chapter in 2014. She attended the 2015 and 2016 FARA symposiums. In 2016 she became the co-chair of the membership committee.

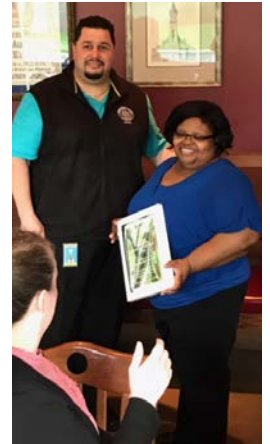
This past year Afornia stepped up as the sole committee chair for the membership committee. When Afornia first joined the membership committee she was voluntold not only are you joining the committee, but you will also be the co-chair.

When she heard of Debbie Hanson's passing she contacted Kerri right away and asked if she could put together a memorial for her.

When not working, Afornia spends time with her husband, Lawrence, along with her six children and grandchildren.

Afornia is caring, helpful, diligent and a great asset to Vector Security, FARA and the alarm industry.

FARA is truly grateful for all Afornia has done and is honored to present her with this award.



Special Recognition - Steve Heggemann and Jim Cogswell

By Kerri McDonald

President McDonald presented special scrapbooks chronicling their time with FARA as a token of appreciation to **Steve Heggemann** and **Jim Cogswell** for all the years of service they have given to FARA.

Steve Heggemann

Steve is the Manager of Baltimore County Government-False Alarm Reduction Section in Baltimore, Maryland.

Steve develops strong relationships with alarm users and alarm companies to administer an effective program in a way that is consistently viewed as fair. His false alarm reduction program reduces the residential and commercial false alarm with one of the lowest fee schedules in the area.

Steve joined FARA in 1998. He serves as the Treasurer of FARA, as well as on the boards of the Maryland Burglar & Fire Alarm Association and IQ Certification Program. On the IQ Certification Board, he is the sole public safety voice and successfully persuaded the board to develop and execute procedures to remove companies that do not comply with local regulations and codes. He has been active in several FARA committees and overseen enhancements to FARAs accounting and tax preparation processes. He implemented FARAs first audit by a committee of members, which FARA passed with flying colors.

Steve has also been a willing presenter, panelist and participant in many FARA Symposiums. He has solicited donations for the Symposium, and he has represented FARA at several presentations of the PDQ awards.

Steve was also instrumental in founding the Mid-Atlantic Chapter of FARA (formerly MD FARA) and encouraging others to take leadership positions in the chapter. He worked diligently with FARA Mid-Atlantic, the alarm industry, and media outlets to make consumers in the Baltimore Washington Corridor aware of the dangers of buying a security system from door to door salesmen. He also shares his expertise with other jurisdictions in Maryland by helping them develop and implement a false alarm reduction program of their own.

Steve has been honored for his continued support of FARA and consistent outreach to other associations and organizations. He received the MDBFAA Police Official of the Year in 2002. In 2009, he was recognized as the Norma C. Beaubien Public Safety Member of the Year.

He brings willingness to work, a slightly warped sense of humor and a needed reality check to each task.



Jim Cogswell

Jim is Special Services Officer for the Leawood Police Department in Leawood, Kansas.

Jim started working in government in Palm Beach County, FL as part of the Emergency Management program and worked with county and local law enforcement on developing emergency operations plans. After 7 years he moved to Springfield, Missouri in the early 1990s and began dispatching for their police and fire. After a few years he moved to the Kansas City, KS area and continued as a dispatcher until he was hired to take over the false alarm program in Leawood, KS in 1997.

During these years Jim also gained experience as a crime analyst, property and evidence manager and emergency operations planner. Today, in addition to managing the City's False Alarm Reduction Program, Jim is also a Municipal Court Bailiff, Custodian of the Departments video archives, and he assists with Records.

Jim joined FARA in 1999, became Vice President in 2001 and served as President in 2008 and 2009. He set up and hosted the 2001 FARA Symposium in Kansas City and has worked on every committee at one time or another. Jim obtained his Certified Alarm Manager status in April 2002 as part of the first group to take the exam. In the past, Jim has also traveled to different locations around the country co-presenting classes as a False Alarm Reduction Certified Instructor.

Jim was awarded the Norma C. Beaubien Public Safety Member of the Year Award in 2001.

Known for his wry sense of humor and the ability to throw candy from across any room to (at) any student in a class. He currently serves on the Training and Communications Committee.

Opening Session

By Jim Cogswell

President **Kerri McDonald** opened the symposium by welcoming everyone and outlining some of the classes that will be offered, and she thanked the FARA Institute partners (TBFAA, NESA, AESA and the MDBFAA for their support as well as Sonitrol and PMAM for their support of FARA.



Self-introductions followed of the sixty-nine attendees and the history of the ducks at FARA symposiums and the 50-50 raffle. **Keely Bean** spoke of the support needed for the family of a Wichita Police Department officer and his son last Friday when they were struck by a drunk driver.

Pres. McDonald spoke of the need for the attendees to complete and turn in the evaluations of the symposium and to help the Symposium Committee to plan for next year's gathering and suggestions for the type of classes needed by the membership.

Members were encouraged to use the Grupio App on their cellular phones to see all the power point presentations and symposium materials. **Noelle Cueto** of the Southside Regional Tourism Authority presented information on what to see and do during our free time in Seattle.

We hope to see you in Tampa, FL in 2019. Stay tuned for more details.

New Attendee Session

By: Kerri McDonald

This year we had a special session to welcome our new attendees. We wanted to give them an overview of FARA's benefits and give them tips on how to get the most of the Symposium.

We let them know there were a lot of opportunities to network during the symposium and in the evening hours.

All attendees were provided my contact information in case they had any questions after the symposium.



How to Deal with Appeals

By Pam Thomas

This session was presented by **Debra Olsen**, from Fairfax County Police Department. Attendees were merged into 9 tables and each team were given packets containing a different False Alarm Appeal Scenario. The tabletop exercises packets, created by Kerri McDonald and Julie Rush, included specific reinstatement guidelines, cause for suspension documentation, fines and fee schedule, letter of appeal, alarm history, and supporting information. The object of the group activity was to examine the evidence presented in the packet and to make a group determination to APPROVE or DENY the request.



At the beginning of the exercise each group was asked to select one person to take notes and one person to present the group findings and decision. Questions provided to assist in making a decision included:

- Did you find a pattern in the alarm occurrences (time of day/night, zone)?
- Did the appeal explain the cause of the alarms?
- Did the appeal include any supporting or mitigating information? What was it?
- Did the appeal describe actions taken to eliminate future false alarms?
- Were fines due paid? What was the total amount?
- Do you think the alarm installer or monitoring center could have done a better job stepping in to correct the problem? If so, what could they have done?
- What, if anything, could the alarm user have done to prevent the false alarms?
- Should the alarm location be suspended from police response to future alarm calls? Should they be liable for false alarm charges?
- Did your group decide to deny or approve this appeal? What helped you make your decision?



The groups spent the entire session discussing each scenario. Various ordinances and policies were shared by individuals to relate how different jurisdictions would approach the problem and the tabletop atmosphere allowed for participants to share and learn from each other.



Following a lunch break the groups presented their decisions, each table completed the extra credit by writing a formal response to their appeal explaining their final determination. Decisions varied from partially approved, fines waived, suspension removed, full approval and of course, DENIED.

The opossum in a distribution center was an entertaining example. Additional appeals included scenarios such as vacations, janitorial issues, sensor failures, video surveillance, and other familiar situations that allowed the group to discuss and examine the evidence, and to problem solve with each other. Overall, the session was judged to be a success in networking and learning what criteria participating agencies consider when dealing with appeals.



FARA Jeopardy

By: Keely Bean

This session was kicked off by **Rick Moore**, from the Public Safety Corporation known as Crywolf. Rick has hosted several FARA Jeopardy sessions, but none have been as intense as the jeopardy game on May 1, 2018 in Seattle, WA.



Rick began by splitting up the conference room into three (3) separate teams. The teams were labeled "Team A," "Team B," and "Team C." Rick started the game by asking Julie Rush, of Clackamas County Sheriff's Office in Clackamas, Oregon, to kick off the game by picking a category and an amount - amounts ranged from \$200.00 to \$800.00. If answered correctly, Julie would be able to place her team - Team A - in first place. Team A was able to answer Rick's question correctly, and was placed in first by holding a total of \$800.00. Team B continued the game of jeopardy by picking a question related to alarm ordinances. Unfortunately, Team B was unable to answer the question, so the question was passed onto Team C; Team C was successful in answering the question which placed them in second place with the amount of \$400.00. By the second lighting round of Jeopardy, the totals stood as follows: Team A holding \$1,200, Team B holding \$1,000, and Team C holding \$1,200.

The game continued as all three teams battled out answers of alarm ordinances, the duties of the Alarm Administrator, alarm equipment, and trivia about Seattle. As the game started to conclude, the teams were given a final jeopardy question that would determine the fate of all three teams. Rick gave instructions to the teams to wager their points for the final question. Whichever team answered the final question correctly would gain double of the points they wagered. If a team did not answer the final question correctly, then they would lose those points they wagered altogether. Team A wagered all of their points totaling over \$1,500.00, Team B wagered zero points, and Team C wagered all of their points totaling over \$1,800.00.

Rick's final question was this: "Name two original FARA Board Members, and the correct year FARA began." As the room fell quiet, I collected all answers and wagers from each team and presented those answers, and wagers, to Rick. Rick began by reading off the answers of each team; however, Rick's correct answer provided the unanswered question on everyone's mind – NO ONE ANSWERED THE QUESTION CORRECTLY! The correct answer to Rick's final jeopardy question was "Norma and Rick (other names could have sufficed), and the year was 1997." Since two out of the three teams wagered all their points, that left the winners of FARA's 2018 Jeopardy as Team B!



An amazing job to Team B by coming back from last place and to Rick Moore for hosting an exciting game of Jeopardy!

Dealing with Legal Marijuana

By: Brad Shipp

Julie Rush from Clackamas County Sheriff's Office and **Vinnie Ferraris** of the Portland Police Bureau gave this session on this rapidly growing industry.



Vinnie noted that some type of use (Adult, Medical or Limited) is legal in all but seven US states. In Canada a national law is under consideration.

When marijuana becomes legal, burglar & fire alarm and video surveillance systems are usually required for retail, manufacturing and warehousing facilities.



Facilities often contain hazardous materials. Finding the correct address and responsible party can be challenging. Farms and facilities in rural areas often are often at the back of a farm home or include many buildings or areas of large buildings with one single address.

Julie noted that a google earth map is sometimes the only way to find out what is on the property. It can take some detective work, like searching assessor records or state marijuana business registry to find the property owners.



ASAP to PSAP Update

By: Sue Smeltzer

Bill Hobgood gave us an update on the program on behalf of the Monitoring Association.

ASAP-to-PSAP is a public-private partnership that improves life safety response, improves accuracy and increases efficiency. The procedure implemented in 2011 is designed to improve calls for service from alarm companies to PSAPs. They utilize ANSI standard developed by the Association of Public Safety Communications officials and The Monitoring Association (TMA).

ASAP delivers critical information digitally to the CAD system via the Nlets nationwide public-safety network. It is effective in eliminating errors and insuring that complete and accurate information is transmitted to PSAP.

The benefits:

- Reduces calls
- Reduces processing time leading to faster response by 2-3 minutes
- Eliminates errors and miscommunications from voice calls
- Decreases stress on dispatchers through reduced call volume

The Monitoring Association (TMA) funds ASAP's operational costs and does not charge for use of the service. Obtain the cost of the ASAP software from your CAD provider. Initial implementation requires the use of an approved ASAP technical consultant. The cost may be included in the CAD quote or contracted directly with the consultant.

Grant funding may be available through your state's 911 wireless board.

There is also an ASAP white paper available by emailing bill.hobgood@richmondgov.com.



Beyond Burglar Alarms

By Sherry Couey

This session featured **Tasha Shabnow**, owner of SafetyLine, a Washington-based Personal Emergency Response System company.

The subject matter focused on what many of us in the world of false alarms refer to as PERS. Ms. Shabnow's products are marketed primarily for seniors, however she did show the group how many of the items could be used by other segments of society, such as realtors, college students, younger children, cash handlers, joggers and the disabled.

The information she provided not only showed the differences in each type but the multitude of uses as well. The variety of PERS included landline devices, wireless systems key fobs, GPS devices as well as smartphone apps. Ms. Shabnow also described the differences in PERS Providers and monitoring centers. Most importantly, she spoke of the steps that PERS providers could take to prevent false alarms.



For installers, she suggested that users be educated in the use of their systems at the installation. She also advised that one or more responders should be on the client call list and suggested that fall buttons should only be used for those individuals that truly need them. She explained that PERS providers should ensure that their clients have systems that only fit their needs. Labeling machines with the monitoring center and office numbers was also another great tip. She recommended that systems should be removed when they are abused by the client.



Ms. Shabnow described how monitoring centers could utilize phone calls to clients if they are not reached through base units. She stated that afterwards, the contacts should be called to request a well-being check if needed. Information on medication management products was also provided to the class attendees.

All in all, Ms. Shabnow provided much needed information to attendees, as many are now starting to see the effects of PERS usage in the jurisdictions.

Take a Walk in Their Shoes – Local Industry

By: Tammy Foxworthy, CAM

Jesse Foglio, Oregon Burglar and Fire Alarm Association (OBFAA) & First Response Inc., **Ron Haner**, ESA of Washington & Alarm Center Inc. and **Shannon Woodman**, ESA of Washington & Washington

Alarm comprised the panel for the Take a Walk in Their Shoes-Local Industry class on Wednesday, May 2nd. Numerous questions about the alarm industry were asked by **Sherry Couey**, class moderator and attendees.



The session started out with Jesse stating OBFAA's commitment to working together to salve false alarms. Panelists were asked how their companies deal with verified response. Enhanced call verification (ECV) and/or sub contracted companies are utilized for verified response. The problem with ECV is, people do not answer their phones because they don't recognize the number. Then they call the alarm company back to cancel and it's too late, the public safety has already arrived.

How do you help reduce false alarms as a company? They use ECV, analyze false alarm patterns and contact the customer to fix the issue. Another company promotes good communication with alarm coordinators. They have quarterly meetings and the alarm company is abiding by the alarm ordinance laws.

False alarms cost everyone money. The alarm industry and public safety need to continue to keep the lines of communication open and work together to find solutions to false alarms. We may need to get more creative in the ways we combat false alarms. This is the only way we will succeed.

Can CPTED Reduce False Alarms?

By: Thomas Gregory

During the week of April 30th to May 3rd I had the opportunity to attend the 2018 FARA International Annual Training Symposium held at the DoubleTree Suites Seattle Airport Southcenter located in Seattle, Washington. This is my third consecutive FARA symposium I have attended. I would like to commend the FARA Symposium Committee for an outstanding job in developing a symposium itinerary that kept FARA members engaged the entire week.



I would like to focus on one particular presentation that was presented by **Craig Allen** of the Charlotte-Mecklenburg Police Department. The presentation was on: (CPTED) Crime Prevention Through Environmental Design. CPTED was originally coined and formulated by criminologist C. Ray Jeffery. A more limited approach, termed defensible space, was developed concurrently by architect Oscar Newman. Jeffery's book, "Crime Prevention Through Environmental Design" came out in 1971, but his work was ignored throughout the 1970s. Newman's book, "Defensible Space: - Crime Prevention through Urban Design" came out in 1972.

Craig's presentation was rather thorough, and he was able to explain the CPTED Concept. The idea of using the physical environment as protection against attack may to date back to the cavemen. However, it wasn't until recently that the problem of creating a defensive environment was approached from both the physical and the psychological aspects at the same time. This blend of disciplines is the essence of the CPTED concept.

The goal of CPTED is the reduction of opportunities for crime to occur. This reduction is achieved by employing physical design features that discourage crime, while at the same time encouraging legitimate use of the environment. The uniqueness and success of CPTED stems from the manner in which these techniques are integrated with, and applied to, the architectural design process.

Defensible Space

To provide maximum control, an environment is first divided into smaller, clearly defined areas or zones. These zones become the focal points for the application of the various CPTED elements. "Defensible space" is the term used to describe an area that has been made a "zone of defense" by the design characteristics that create it.

- Public Zones. These areas are generally open to anyone and are the least secure of the three zones.
- Semi-private Zones. These areas create a buffer between public and private zones and/or serve as common use spaces, such as interior courtyards.
- Private Zones. These are areas of restricted entry. Division between zones is generally accomplished with some type of barrier. These can be either physical or symbolic.
- Physical barriers, as the name implies, are substantial in nature and physically prevent movement. Fencing, some forms of landscaping, locked doors, and the like are examples of physical barriers.
- Symbolic barriers are less tangible. Low decorative fences, flower beds, changes in sidewalk patterns or materials, and signs are examples of symbolic barriers.

Territoriality

Territoriality involves an individual's perception of, and relationship with, the environment. A strong sense of territoriality encourages an individual to take control of his or her environment and defend it against attack.

Surveillance

Surveillance is the principal weapon in the protection of a defensible space. Criminals are least likely to act when there is a high risk of their actions being witnessed. Environments in which legitimate occupants can exercise a high degree of visual control increase the likelihood of criminal acts being observed and reported.

- **Informal Surveillance**. Opportunities for informal or natural surveillance occur as a direct result of architectural design. Designs that minimize visual obstacles and eliminate places of concealment for potential assailants offer the most protection against crime.
- **Formal Surveillance**. Formal surveillance methods, such as closed-circuit television, electronic monitoring, fixed guard posts, and organized security patrols, are normally used only when natural surveillance alone cannot sufficiently protect an area.

Lighting

Good lighting is one of the most effective crime deterrents. When used properly, light discourages criminal activity, enhances natural surveillance opportunities, and reduces fear.

As used in CPTED, lighting also plays a part in creating a feeling of territoriality. Lighting can influence an individual's feelings about his environment from an aesthetic as well as a safety standpoint. A bright, cheerful environment is much more pleasing than one that appears dark and lifeless. The ability to feel good about one's environment is important in developing a sense of pride and ownership.

Landscaping

Landscaping is versatile and can be used to perform a variety of design functions. As a symbolic barrier, landscaping can mark the transition between zones. Features such as decorative fencing, flower beds, ground cover, and varied patterns in cement work can clearly show separation between zones. If more substantial barriers are needed, shrubbery such as evergreen hedges can be used to create more formidable obstacles. Another function of landscaping in crime prevention is aesthetics. Again, an attractive environment generates a sense of pride and ownership.

Physical Security

As an element of CPTED, physical security planning is not intended to create an impenetrable fortress. The goal is merely to make penetration more difficult and time-consuming. Degree of difficulty and length of delay are key factors in reducing the probability that crime will occur.

Many of the individual CPTED elements should be familiar to the security professional. Hardware, lighting, and surveillance are all standard tools of the trade. The emphasis of CPTED is not just on the tools, however. It is how the tools are used that makes the difference.



In closing, Craig emphasized that CPTED was originally developed to reduce crime in public housing projects, but its applications are unlimited. The concept is to create safer environments and improve the quality of life through the use of CPTED principles and strategies.

Updating Your Alarm Ordinance

By: Elizabeth Slaughter

This interesting discussion focused on updating Alarm Ordinances to make them relevant. The panel included: **Tiffany Collins**, Administrator for the Memphis and Shelby County Metro Alarm Office; **Tammy Foxworthy**, Alarm Coordinator for the City of Olathe, Kansas; and **Alberto Hook**, FARS Director for the Montgomery County, Maryland, Police Department. **Steve Heggemann** moderated.



The panel shared their experiences with updating their respective Ordinances. It is important to include input from all stakeholders. This includes working with industry representatives on new technology. Creating buy-in from the police and fire departments is vital to creating an Ordinance that is meaningful. Lastly, including input from citizens/businesses will help spread the word about the Ordinance.

Have the County/City Attorney review the Ordinance when you are ready to have your Ordinance updated. It is much easier to correct a mistake and the Ordinance is enforceable before it has been enacted into Code. It was stressed that Ordinances need to be backed up through statistics. Overall, updating your Alarm Ordinance may seem overwhelming. There is always concern that changes may create unintended consequences. It is vital that Ordinances change with new technology and as the community changes; otherwise, the program becomes ineffective and irrelevant.

Improve the Efficiency of Your Program

By: Jamie Lynn Murray

This session was presented by **Keely Bean**, Alarm Administrator for the City of Wichita Police Department in Wichita, KS and first-time presenter at a FARA Symposium.



Keely had a very interesting topic that pertained to all the attendees. "Improve the Efficiency of your Program" as we are all looking at ways to improve upon our current by laws. Keely started her presentation off with the question of "Why are we here?" First and foremost, to reduce the false alarms, minimize challenges, advocating for changes and discussing policies and procedures. Keely discussed the stats for Wichita's total alarm calls, total false alarm calls and the founded alarms that were recorded between 2009 -2017. What was clear to me from her stats was the total alarm calls were false, and a small percentage were deemed actual founded alarms where police were required to attend.

This was an engaging presentation as the session turned quickly into an open forum for the attendees to ask questions, discuss their current by laws and some of the challenges they are currently facing, as well as what is working and what isn't. Some topics discussed was; different fee schedules for registered and non-registered premises, the efficiency of on-line registration and how quick and convenient it is, on-line payments and if a convenience fee should be charged, if double permits are allowed at the same address, and data being captured on CAD and the problems people are having formatting and transferring over.



Although Keely's presentation was an hour, it was quite clear from the participation in the open forum that we could have discussed this topic all day.

FANTASTIC JOB KEELY ☺

All About Alarm Schools

By Pam Thomas

This session was presented by **Jim Cogswell**, from the Leawood Police Department in Kansas. The presentation started off with him reading an amusing example of a tongue in cheek voicemail he would like to leave upon his retirement that included comments such as:

"If you wish to apply for an alarm registration permit, you may download the form. It is right next to where you found this telephone number, so open your eyes.

"Yes, we know you had a lovely birthday party and you got totally smashed and fell asleep among the floating balloons which tripped the alarm system. Guess what, it's still a false alarm because, all together now, there was no emergency!"



Jim then went on to cover the Who, What, When, Where, How, and Why of Alarm Schools with a slideshow and added relatable stories as he covered the topics.

- **WHO?** The people that would attend Alarm School could be new users, people with numerous false alarms, in-service groups and anyone using an alarm system.
- **WHAT?** The alarm school is for education and to help reduce the amount of False Alarms. The goal of the program is to work yourself out of a job.
- **WHEN?** Ideas for times to hold a school are monthly, when it is needed or by invitation. They can be in the morning, afternoon or evening.
- **WHERE?** Classes can be held at the police department, city facilities, senior centers, schools, association meeting or online. They can be tailored to the needs of your program to either go to the end users or have them come to you.
- **HOW?** You can create your own class or utilize the resources available through FARA, software companies like CryWolf , monitoring associations and other large companies.
- **WHY?** False alarm schools helps reduce false alarms by educating the end user, it can be an effective disciplinary action or a reward to reduce fees. It can also bring you and your program into the spotlight. Used wisely it can be a great community outreach.



Raffle tickets were given away as an incentive to participate and answer question throughout the class. Jim shared that he has taught over 350 alarm schools that range from 10 minutes to 1½ hours and include anywhere from 3 to 30 people. In the longer classes he has included crime prevention or other educational subjects that would relate to the particular audience. He uses local resources such as the city business license inspectors and provides hands on demonstration of alarms and equipment. Having previous attendee provide testimonials has been well received and giving local examples of false alarms helps the attendees relate to the information on a personal level.



Statistically people who attend alarm school have an 80% reduction in false alarms. The session concluded with Jim reminding everyone that he is always available as a resource and to contact him with any questions at jimc@leawood.org.

Serving Your Community-Balancing Enforcement & Customer Service

By: Alicia Vela

This session was presented by **Meredith Wivell** from Frederick, MD Police Department as well as **Chris Kopp**, **Craig Allen**, and **Brenda McMurray** of the Charlotte Mecklenburg, NC Police Department.



Meredith spoke about her customer service challenges in her city of just under 100,000 people. Small alarm companies are going away and being replaced by the larger, nationwide companies. In an effort to alleviate the financial burden on her citizens, her jurisdiction does not charge a registration fee for alarm systems but does impose a fine if unregistered. Her agency does outreach to the deaf population in the area as it is home to the Maryland School for the Deaf.

Chris Kopp, of Charlotte Mecklenburg, talked about the challenges faced by a city with a population of over 850,000. The agency processes approximately 300,000 permits and 10 appeals per week. He believes a successful ordinance begins by being customer-friendly which in turn helps reduce false alarms. Developing a culture of “service with a smile” in-house and pushing it out to the community will help achieve the goal of fewer false alarms, as they have been able to do despite their growing population. Fewer false alarms mean less wear and tear on police units and equipment and a reduction in manpower response needed. The unit calls customers with 2 or more false alarms to advise them and also educate on how to avoid fines in the future. Follow up calls are made to track the customers progress. Technology is also used such as Nextdoor.com to communicate and stay in contact with the community.



Brenda McMurray holds alarm schools for customers owing false alarm fees in order to remove those fines from the account, however their false alarm count remains the same.

Craig Allen advised on holding officers accountable for checking out the location of an alarm call in order to maintain transparency.

Wrap Up

By: Kerri McDonald

Every year we end the FARA Symposium with a Wrap Up session. This last session gives everyone an opportunity to ask any questions and provide feedback.



One of the last remaining items during this session is draw the winning ticket for the 50/50 Raffle. This year our winner this year was **Tu-Phuong Lam** from Fairfax County Police Department.

We also auctioned off three cross stitches donated by Rick Moore from CryWolf. Rick spends countless hours cross stitching FARA related designs with all the money from the auction going back to FARA.

FARA's Believe it or Not

By: Brad Shipp

- CA: [Breakdancing burglary suspect caught on camera - wptv.com](#)
5.14.18 - WPTV - Fresno County, California - Call him the break dancing bandit. Security video of a burglary in California shows the suspect break dancing ...
- GA: [Frightened homeowner mistakenly shoots real estate photographer ...](#)
4.3.18 - 13WMAZ.com - The alarm was going off, so she grabbed her gun. When she saw the man near the kitchen entry from the garage door, she fired several shots. It wasn't until she saw a camera and tripod, the homeowner realized that man was actually the photographer. Excerpts from the emotional 911 call revealed the homeowner's panic.
- MN: [Pool moisture triggers fire alarm at Willmar High School](#)
4.13-18 - KWLM (Willmar Radio) - Willmar MN - The fire alarm sounded at Willmar High School at 7:40 this morning. School officials say the alarm was triggered due to moisture issues at the pool. For safety's sake, students and faculty were briefly evacuated while custodians investigated the issue, and the pool area is currently being ventilated with fans to ...
- MS: [Officers: Burglar found under bed](#)
4.27.18 - Natchez Democrat - The alarm system in the house has a microphone and speaker, and Armstrong said the alarm company representative also heard movement inside the house and asked if anyone was inside. "She gave them her name and told them the same thing, that she was thirsty," Armstrong said. Officers arrested Starling, no age ...
- NJ: [Pot Smoke Caused Dorm Evacuation: Hackettstown Police](#)
3.28.18 - Patch.com - Around 1:30 a.m. on Tuesday, police and fire officials were called to Van Winkle Hall at the college after a fire alarm was activated. Police said burnt and raw marijuana could be smelled coming from a dorm room. No fire was found, and first responders determined that marijuana smoke was what set off the smoke alarm.
- OH: [Employee accidentally sets off alarm, is arrested on warrant ...](#)
3.29.18 - cleveland.com - Beachwood, Ohio - At 1:20 a.m. March 21, an employee at The Winking Lizard accidentally set off an alarm at the business. In gathering information from the employee, a Cleveland man, 30, it was learned that he was wanted on a South Euclid police warrant.
- PA: [Burglar alarm inadvertently leads authorities to drug bust](#)
4.25.18 - WPXI Pittsburgh - Wilkins Township, Pa. - Wilkins Township police responded to a burglar alarm Tuesday night where they stumbled upon drugs, guns and a lot of cash. No one was home when they arrived, but a door was open and when they looked inside, they found everything in

the open. Police found five guns, 34 bricks of heroin, ...

- TX: [Doorbell camera alerts woman to large snake at her door](#)
3.29.18 - KMSP-TV - Spring, Texas (FOX 26) - A Texas woman got a big surprise when her doorbell camera alerted her to a visitor in the early morning hours. A snake slithering up her wall had come to pay a visit and set off the alarm. Allison Keller of Spring, Texas, shared a three-minute video captured by her doorbell camera of the large ...
- VA: [Police: Naked Man Armed With Knife Found Dead in Hotel Room](#)
5.16.18 - U.S. News & World Report - (AP) - Authorities say a naked man armed with a knife has been found dead after he apparently locked himself in a hotel room and set off a fire alarm.
- VT: [Police: Man Shoots Smoke Alarm, Threatens First Responders](#)
5.2.18 - Caledonian Record - Barton - State police say a Barton man cooking his dinner Monday shot a persistent smoke alarm with a 20-gauge shotgun and then threatened first responders with another gun before he was subdued and arrested. State police arrested Leroy Mason, 68. Judge Robert Bent ordered Mason held without bail ...

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

- [ADT Joins La. State Fire Marshal, BBB to Forewarn of Summer Door Knockers](#)
5.21.18 - SSI - ADT organized a press conference in Louisiana along with the Better Business Bureau to inform consumers nationwide about deceptive sales practices.
- [Alarm industry sees progress in its continuing fight against deceptive sales](#)
5.22.18 - SIW - Despite a declining number of complaints, industry vows to maintain pressure on fraudsters

Public Safety Updates

Courtesy of NESAs

- [AB: False alarms an increasing issue for local RCMP](#)
3.27.18 - Bonnyville Nouvelle - "It's happened to me. I can't remember what caused it, but as soon as the alarm goes off the alarm company calls you first and asks if it's a false alarm. Even before that, (if you have a smart phone) as soon as you get an alarm it notifies you... What happened was I was at work, and the alarm company called my cell phone.
- [AZ: Police in Paradise Valley, Ariz., Are Gunning to Slash False ...](#)
4.3.18 - Security Sales & Integration - The police chief in this affluent community near Phoenix has received approval from the town council to being penalizing repeat false-alarm offenders in their pocket books. According to Paradise Valley Police Department records, police officers responded to 3,672 security alarms in 2017, of which more than 99% were false ...
- BC: [Delta police saving time with new false alarm strategy](#)
5.15.18 - Delta-Optimist - "These false alarm calls take up an enormous amount of patrol resources, both in terms of their frequency and the overall time they take officers away from other ...
- CA: [Atherton council roundup: Tennis keys, high-speed rail, false alarm fees](#)
4.24.18 - The Almanac Online - Atherton residents who don't want to use the town's new clay tennis court won't have to help pay for it, the City Council decided on April 18. Town staff members had suggested the \$50 annual cost of a key to the tennis courts be doubled to help pay for the additional costs of maintaining the new clay court, estimated to be ...
- CA: [Fines for Unwanted Fire Alarms Explored by City Leaders in LA](#)

5.9.18 - MyNewsLA.com - In an effort to reduce the thousands of unwarranted alarm calls that the fire department responds to each year, a Los Angeles City Council committee advanced a proposal to develop a program and fee structure that would charge home and business owners for the cost of responding to a scene when there is no emergency.

- CA: [LA Considering Big Fines For False Fire Alarms](#)
5.22.18 - CBS Los Angeles - LAFD determined that 12,000 of the approximately 25,000 fire alarm callouts it receives per year are false, according to a report from the council's Public Safety ..
- CT: [Police look to cut down on reports of false alarms](#)
4.30.18 - WTNH.com - Plainfield, Conn. - Many would expect businesses like Central Village Discount Liquors to have an alarm system and they might not be surprised that every once in a while the alarm would be set off by mistake. "Twice," said Mike Murphy who works at Central Village Discount Liquors. He added the reasons the ...
- GA: [Sandy Springs sued for tough stance on false alarms - CBS46 News](#)
3.29.18 - CBS46 News Atlanta - On an average day in Sandy Springs, police and firefighters go to 30 automatic alarms that turn out to be set off by mistake. They say 98 percent of all automatic alarms turn out to be false. Besides dividing attention from real emergencies, that adds up to \$775,000.00 a year worth of wasted time, or \$65 per false alarm.
- GA: [Burglar alarm industry blasts Sandy Springs ban as helping 'bad guys'](#)
4.5.18 - Reporter Newspapers - Sandy Springs' decision to halt police response on all burglar alarms from 39 companies is being blasted by a top industry official as treating citizens as "pawns to experiment" and giving information that helps "the bad guys." "They're using the citizens as pawns to experiment on something they think is going to work," said ...
- GA: [Deadline passes for alarm company fines](#)
4.12.18 - 11Alive.com WXIA - Sandy Springs, GA - Time has run out for several alarm companies operating in Sandy Springs to pay the city thousands of dollars in fines. Last week, 39 companies were notified they were 90 days past the due date to pay fines related to false alarms. PREVIOUS | Sandy Springs cutting off delinquent alarm companies.
- GA: [In false-alarm war, Sandy Springs may reduce fines, change call ...](#)
4.17.18 - Reporter Newspapers - However, the underlying goal remains the same: Slashing a reported 11,000 false alarms a year - a nearly 100 percent false rate - by forcing companies to adopt modern alarm-system technologies of audio or video verification that a burglar is inside a property, or at least hire a private security force to check it out first.
- GA: [Sandy Springs reduces fines, extends appeal window for false alarms](#)
5.16.18 - Atlanta Journal Constitution - Under the changes to the ordinance, the fine for the first false alarm remains at \$25 for the alarm company. The second false alarm fine was reduced from \$250
- HI: [Alarms must be registered](#)
4.15.18 - Thegardenisland.com - Lihue - The Kauai Police Department is asking Kauai residents and businesses to register alarm systems, or renew existing registrations, in compliance with the Kauai County Code. "All residential and commercial alarms must be registered with the Kauai Police Department prior to activation or installation," said Alden ...
- IL: [Police announce plan to get tough on false alarms](#)
5.9.18 - Chicago Tribune - The Valparaiso Police Department is getting tough on businesses and homeowners who bring officers to their locations, sometimes repeatedly, with the ring of false alarms. Under a new ordinance passed by the city council earlier this year and being implemented by the police department, alarm owners are required to ...
- IN: [New Ordinance In Valpo Requires Alarms to be Registered](#)
5.13.18 - WIMS AM 1420 - In 2016 Valparaiso Police Officers responded to over 1400 police false alarms. A new city ordinance requiring alarms within the city limits to be registered has ...
- KS: [Council approves demolition, fire alarm penalties, pet crematorium](#)
5.15.18 - WIBW - Topeka, Kan. - The Topeka City Council approved the demolition of three downtown buildings to make way for a downtown plaza Tuesday night.
- LA: [The Iberia Parish council is working to reduce false alarm calls](#)

5.9.18 - KLFY - New Iberia, La - The Iberia Parish Council is working to reduce the number of false burglar alarm calls. Councilmen Ricky Gonsoulin says the parish is seeing alarms go off in empty businesses. When those alarms do go off, the sheriff's office is notified and they respond to those calls which causes spending and ...

- LA: [VERIFY: Are letters from Dallas really about NOPD false alarm ...](#)
4.4.18 - WWLTV.com - New Orleans - If you have an alarm system and live or work in the city, you might have received what looks like an odd letter that claims to be from the New Orleans Police Department. A number of Eyewitness News viewers asked if they were legitimate. The NOPD's familiar logo is printed in the top left corner, but look ...
- MD: [Baltimore 911 dispatch system hacked, officials confirm](#)
4.4.18 - Hack affected messaging functions within the CAD system...
- MD: [Prince George's County, MD Goes Live with Automated Secure Alarm ...](#)
3.22.18 - www.itbusinessnet.com ASAP was formed following a partnership between The Monitoring Association (formerly the Central Station Alarm Association) and the Association of Public Safety, with Vector Security President and CEO Pam Petrow co-chairing the committee. Nationwide, others that have implemented ASAP include ...
- NJ: [Reminder, East Brunswick: Register Home Alarms By May 31](#)
5.17.18 - Patch.com - As Patch previously reported, East Brunswick is now requiring residents register their home security alarm systems, and will begin fining homes that accidentally ...
- OH: [Cleveland City Council approves plan to curb false alarms, fine ...](#)
4.10.18 - cleveland.com - Cleveland City Council cleared the way Monday for the hiring of a consultant that will crunch data on false alarm calls for police and fire services in hopes of finding ways to reduce their numbers. The city gets about 30,000 alarm calls a year. About 97 percent of those end up being false alarms, according to the city. ...
- ON: [Town looking to crack down on smoke detector false alarms](#)
5.17.18 - Pembroke Daily Observer - In April, town firefighters responded to false fire alarms. On arrival at one scene, the occupant advised personnel that...
- PA: [Grove City Police cite business for repeated false alarms](#)
4.25.18 - WFMJ - A Grove City business is being cited after police say they were called to answer several false alarms. The Grove City Police Department said on Tuesday that it has filed a summary citation against Central Heating and Plumbing for failing to control their alarm. Police say charges were filed after police responded to the ...
- PA: [Kennett Township officials rescind ordinance on repeated false fire ...](#)
5.3.18 - Daily Local News - False alarms were not a substantial problem for the township, Nolt said. Usually they were caused by a mechanical problem, he said. But the knowledge that the ordinance was on the books made people afraid to hook up alarms, for fear they'd have to pay every time an overly sensitive alarm responded to cooking food or ...
- PA: [Update to false alarm ordinance clears first step](#)
5.10.18 - Standard Speaker - Hazleton residents could face steeper fines if false activating alarm systems draw repeated responses from police and firefighters. City council approved first reading of an ordinance that updates a 1995 law and establishes penalties for residents or businesses that have improperly placed or defective alarms or alarm ..
- PA: [Motion to adopt Fairview Twp. lock box ordinance fails](#)
5.2.18 - Citizens Voice - Township businesses with fire alarms or sprinkler systems will not have to install lock boxes. The township's volunteer fire company, Mountain Top Hose Company No. 1, had asked township supervisors to enact an ordinance requiring commercial, institutional and industrial buildings protected by an automatic alarm system ...
- TN: [Mt. Juliet police send officers to fire alarms as precaution](#)
4.12.18 - Lebanon Democrat - According to Mt. Juliet Middle School principal Leigh Raney, the fire alarm was triggered when two students were "horsing around" in the hallway at the top of the middle stairs on the top floor. One student lost his balance and fell into the fire pull station, which activated the alarm. "This was not a planned fire drill, and the ...
- TX: [Dallas police sergeant fired for failing to respond to fire alarm at Love ...](#)
5.9.18 - Dallas News - Internal affairs investigators also concluded that Gonzalez didn't log into the work computer in his squad car on July 1, 2016, and Dec. 31, 2016. On Dec. 19, 2016, Gonzalez didn't respond to a call for a supervisor to investigate a fire alarm at Love Field, police said. Gonzalez is the

first person Hall has disciplined since ...

- WA: [Kennewick to Begin 'False Security Alarm' Reduction Program](#)
4.12.18 - newstalk870.am - The City of Kennewick has announced they are beginning a new program designed to reduce the number of false alarms from security systems, which they say account for about 99% of their alarm calls. These are calls that police respond to when a security system is activated. According to Mike Blatman of the Kennewick ...

Industry News

Courtesy of NESAs


- [10 Trends to Watch at ISC West 2018](#)
3.29.18 - Security Sales & Integration - Home security and automation systems still tend to run on triggers, for example, tripping the security alarm when motion is detected, or setting back the thermostat every night at 8:00. More and more, however, true automation is becoming reality thanks to AI, or machine learning. Sensors, beacons and digital readers monitor ...
- [Security companies sue Sandy Springs over new false alarm ...](#)
3.27.18 - Reporter Newspapers - Security companies are suing the city of Sandy Springs over a new false-alarm ordinance, claiming it violates their constitutional rights by fining them for customers' mistakes. The federal lawsuit was filed March 12 by the Georgia Electronic Life Safety & System Association (GELSSA) and two alarm companies, A-Com and ...
- [SIAC Joins Battle to Challenge Sandy Springs, Ga., Alarm Ordinance](#)
3.27.18 - Security Sales & Integration - Frisco, Texas - The Security Industry Alarm Coalition (SIAC) is joining with the Georgia Electronic Life Safety & System Association (GELSSA) to contest an ordinance in Sandy Springs, Ga., that would fine alarm companies instead of the end user when systems generate a false alarm. The suit was filed on March 12 in ...
- [ADT Moves W. Va. Bar's Fire Damage Suit To Fed. Court](#)
3.30.18 - Law360 - Law360 (March 29, 2018, 6:17 PM EDT) -- Security company ADT LLC moved a bar-restaurant's property damage and product liability lawsuit to West Virginia federal court Wednesday, after the establishment accused ADT in county court of supplying it with a malfunctioning alarm system that failed to notify firefighters and ...
- [ADT Settlement Paused Amid 9th Circ. Hyundai Class Row](#)
3.29.18 - Law360 - A California federal judge agreed Thursday to pause proceedings in five separate proposed class actions that home security company ADT agreed last March to settle for \$16 million, citing the Ninth Circuit's recent axing of a \$200 million settlement in multidistrict litigation involving ...
- [Superion buys Public Safety Corporation](#)
4.4.18 - SSN - Lake Mary, Fla. - Superion, a provider of software and IT solutions, on March 27 purchased Public Safety Corporation, which - among other products - produces the CryWolf false alarm solutions.
- [ESSC Acquires Commercial Fire Accounts From Frase Protection](#)
4.17.18 - Security Sales & Integration - Memphis, TN - Electronic Security Specialists (ESSC), based here, has purchased the required commercial fire alarm accounts from Frase Protection, one of the largest privately owned wireless security systems providers in the greater Memphis area. Terms of the transaction were not disclosed. Founded in 1987 ... [More info](#)
- [Select Security Expands Reach Into Kentucky, Tennessee, Alabama](#)
4.17.18 - SDM - Select Security, provider of security and life safety solutions for homes and businesses and ranked No. 32 on the SDM 100, is pleased to announce it has completed the purchase of several companies as part of its expansion in the southeast. The purchases added 6,000 customers, bringing Select Security's rapidly growing total number of customers to more than 80,000.
- [NMC Merges With 3 Monitoring Companies to Form Global Netwatch Group](#)
4.23.18 - SDM - National Monitoring Center (NMC), a third-party monitoring company in the U.S. with monitoring centers in Lake Forest, Calif., and Irving, Texas, announced the launch of a new global monitoring company following the merging of four monitoring companies with the backing of global private equity firm The Riverside Company.
- [Research tests show reduction of false alarms when multi-sensor ...](#)

4.27.18 - Planning & Building Control Today - The research was a continuation of prior research from three previous projects, which looked at the occurrence of false alarms in the UK. Over the past 10 years, the FIA and BRE have partnered with King's College, Buckinghamshire Milton Keynes Fire Brigade, and Scotland Fire Brigade to investigate and find solutions to ..

- [SIAC Director Ron Walters to Retire; Revered for Alarm Industry Impacts](#)
4.30.18 - Security Sales & Integration - Frisco, Texas - Ronald "Ron" Walters has retired as director of the Security Industry Alarm Coalition (SIAC) after a career that included work in law enforcement, corporate security and an alarm company owner. "Ron's leadership role in our industry helped lay the foundation for creating SIAC. He would fly to a city on a ...
- [Installations and No Monthly Fees – Amazon’s Answer to Home Security](#)
5.2.18 - SSI - While the home security industry has long been dominated by traditional security provider giants, DIY products and the ability to monitor security-related smart home devices are undercutting large security provider’s business models...
- [What Happens When Amazon Acquires a ‘Real’ Security Company Like Vivint, Guardian or Brink’s?](#)
5.18.18 - CEPro - Acquiring a national alarm company could help Amazon increase recurring monthly revenue (RMR), but also pave the way for Amazon to become a chief security officer (CSO) and managed service provider for the home.
- [ADT growing its commercial business](#)
5.15.18 - SSN - Boca Raton, Fla. - ADT is making some noise in the commercial space, where it is now doing approximately a billion dollars in business in comparison to the company's multi-billion-dollar residential security business it has become synonymous with.
- [ADS Security Completes Another Acquisition in Mississippi](#)
5.21.18 - Alarm One customers will have access to the ADS advanced suite of residential and commercial services, like an industry-leading mobile app, smart home technologies, video surveillance and access control solutions.
- [6 Reasons to Reduce False Fire Alarms](#)
5.21.18 – SSI - Fire departments in the United States responded to more than 2.6 million false fire alarms in 2016, according to Statista. Here are a half-dozen ways help curtail the problem.

Legislative News

Courtesy of NESAs

Bill Text	Description	History
NYSB08732 Text 	By RITCHIE Relates to expedited licensing or certification for certain professions by military spouses, such professions include private investigators, security guards, security or alarm installers and watch, guard or patrol agents. Status: 05/10/2018 : REFERRED TO JUDICIARY	History

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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