



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink June 2015 Edition

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One Attendee's View of What Happened in Vegas

I am new to the Alarm Coordinator position, but not policing. I remember "back in the day" responding to as many as 20 alarm calls per shift, especially during foul weather to only a few locations. After the 4th response or so to the same location you get complacent that it is yet another false alarm. I don't want my officers feeling this way, then the 5th response something bad happens.

I really appreciated the opportunity to meet many professionals, who are working to reduce false alarms, at the FARA symposium. It is amazing to see police, municipal officials, alarm companies and central station representative's together working towards the same goal of reducing false alarms. The instructors were top notch and the topics very relevant to the challenges we all face today. I look forward to seeing you all again in Austin.

Craig Allen, ICPS
Alarm Coordinator
False Alarm Reduction Unit

Attention! It's time to renew your membership!

Invoices for the 2015/16 year are going out!

Don't risk losing the many fantastic membership benefits!

Benefits such as:

- Great networking environment through FARA assistance requests consisting of Public Safety, Alarm Users and Alarm Industry personnel sharing tips and information on successful false alarm reduction programs.
- Professional, informative bulletins ready for distribution
- InfoLink to keep you informed on what's new
- Website access filled with abundant resource materials to assist you with running a successful False Alarm Reduction Unit!
- Professional Certification: A program which provides you with tools to demonstrate your professionalism and knowledge of alarm management
- Annual symposium filled with educational classes and more opportunity to network with the "alarm world".

Do Maintain your Membership and realize what FARA has to offer!

E-mail: info@faraonline.org

Website: <http://www.faraonline.org>

Training & Certification Committee Update

By Cindy Smith – Committee Member

Summer brings door to door alarm sales people to virtually every neighborhood – most are well trained and use ethical sales tactics but like everything else some do not. So, arm your citizens with the 'Door to Door Sales' bulletin so they can be prepared for that knock on the door.

For more training bulletins check out the web site <http://faraonline.org/publications-materials>

Direct consumers to www.alarmuser.org



CAM Spotlight - Alison Turgeon

By Cindy Smith – Committee Member

We have so many outstanding FARA members that have achieved the Certification Alarm Manager that we continue to highlight one in each edition of the Infolink.

Today we spotlight **Alison Turgeon** of the Calgary Police Service who recently passed the exam while at the symposium in Las Vegas.

What is your current position? I am the FDU (Field Data Unit Supervisor-Alarm Bylaw, Correspondence, Ticket Control) & CPS (Calgary Police Service) Alarm Coordinator.

What are your favorite hobbies or Interests? I Love camping and enjoy golfing.

How long have you been a member of FARA and do you participate in any FARA committees or activities? I have been a member of FARA since 2005 and have belonged to the Membership Committee for just over 1 year. I have attended a number of Symposiums.

When did you first obtain your certification? I just obtained my certification– April 2015 while at the symposium in Las Vegas.

What made you decide to take the exam? FARA is such a great association and provides such great support for its members, I wanted to show my commitment to the association and my organization and become a Certified Alarm



Manager. I finally got up the nerve and decided to take the plunge ... and found it that it really isn't as intimidating as I had imagined. I would like to thank Shellie Reid for the support of providing additional resource tools needed for taking the exam.

Did you receive any response from employers, alarm industry, members of the community about your achievement? Yes, my manager was very excited to learn about my certification & it was announced in our Section Newsletter.

Do you think accomplishing your certification has benefited your career or position as an alarm manager/coordinator? Yes, it has given me the confidence of "knowing" what I do know and how to apply it to our organizational needs.

Has it made a difference in what you do? IT WILL ... we are going through a major bylaw (ordinance) restructure right now and this knowledge is providing me with valuable information and templates to present for necessary improvements.

Do you think others could benefit from achieving their Certification status? Most definitely.

Any advice for other members thinking about taking the exam? As mentioned above, although the exam may seem overwhelming with the information you need to review, it really is an achievable exam. I really feel that FARA has structured the exam for everyone to succeed!

Where is your certificate now? Proudly framed & posted on a wall in my office. I've also updated my signature on my e-mails to reflect my certification.

Membership Committee Message

Spring has sprung and Summer is HERE !



In follow-up to the recent FARA Symposium in Las Vegas, the Membership Committee had asked for FARA members to provide us with some referrals for public safety, alarm industry or government organizations who might be interested in learning about & possibly becoming FARA members. We would like to thank everyone who forwarded us their referrals and after a review of entries we are happy to announce two winners; congratulations to:



Eileen Skidmore / Howard County Department of Police



Tina Mullen / Collier County Sherriff

Both of these participants provided a significant list of referrals, with some already aware of FARA. Eileen and Tina will each receive a \$25.00 gift certificate and Deb Hansen will be coordinating the delivery of the cards, with the help of Brad Shipp.

The Membership Committee will now be working diligently on following up with these referrals in the hopes of recruiting new members to the Association, who can also learn and benefit from all that FARA has to offer.

From the Membership Committee ... have a **SAFE & FUN SUMMER !**

FARA Website Re-Designed By Brad Shipp

The FARA web site has been redesigned to be viewed on cellphones and tablets and well as notebooks and desktops.

Have you ever tapped on a Google Search result on your mobile phone, only to find yourself looking at a page where the text was too small, the links were tiny, and you had to scroll sideways to see all the content? This usually happens when the website has not been optimized to be viewed on a mobile phone. Google is now giving priority to mobile friendly sites.

Visit www.faraonline.org and <http://alarmuser.org/> to see the new sites. Both sites now pass the google mobile friendly test.



SSI - Habitec Security Wins PDQ Award for Reducing False Alarms

6.24.15 – SSI

BALTIMORE — [Habitec Security](#) was awarded the 10th annual [Police Dispatch Quality \(PDQ\) Award](#) for its ongoing efforts to reduce false alarm dispatches during a special ceremony at the Electronic Security Expo (ESX) Wednesday June 24.

The [Security Industry Alarm Coalition \(SIAC\)](#), [False Alarm Reduction Association](#) (FARA) and Security Sales & Integration established the PDQ award program in 2005.

Also endorsed by the Installation Quality (IQ) program, the PDQ award program spotlights alarm installing and monitoring businesses for creating best practices that help prevent false alarm dispatches.

Habitec Security received the honor during the Networking & Public Safety Luncheon. Amherst Alarm and Engineered Protection Systems (EPS) were PDQ Award runners-up.

“Habitec Security has long been an industry leader in promoting best practices in reducing the number of alarm dispatches,” SIAC Executive Director Stan Martin says. “Their commitment to their customers and their drive to partner with law enforcement is evident by their implementation of proven dispatch reduction strategies.”

Judges evaluated companies on various training activities, customer educational material, use of industry-recommended practices like enhanced call verification (ECV), use of SIA CP-01 equipment, follow-up with customers and tracking problem accounts. Applicants also had to include a letter from a local law enforcement agency confirming the company’s police dispatch alarm rate. Submissions are scored in 15 different areas.

Having the only locally owned and operated Central Station in Northwest Ohio allows Habitec Security to handle each alarm call in a timely and appropriate manner. This local focus is a large contributing factor in reduced police dispatches in their communities. In 2011, Habitec implemented Enhanced Call Verification (ECV). Additionally, the company began an extensive six month Supervisor guided training for new hires.



In addition, the company achieved a 75 percent adaptation of CP-O1 alarm panels and required video installation for customers who had outside motion detectors. The firm also educated its customers by notifying them in writing and by telephone if they had more than two false alarms in a given period. If the customer was having a service issue the company would offer reduced prices to troubleshoot the problem.

"With these implementations along with a false alarm notification program and policy change in residential panic alarms and outdoor motion detection, we were able to reduce false alarms by 57 percent," Habitec Security President John Smythe says. "We also use video monitoring for verification.

"The safety and security of our customers is our number one priority and it is an honor for our company to win such a prestigious award," Smythe continues. "Our dedicated team work very hard across all departments to deliver consistent, high quality service while continuing to be a valuable partner to emergency agencies throughout the country."

An in-depth look at the company's award-winning practices will be featured in the October issue of SSI.

Other previous winners include, [Broadview Security](#), [Atronic Alarms](#), [Alarm Detection Systems Inc.](#), [Brink's Home Security](#), [Custom Alarm](#), [HS Technology](#), [Vector Security](#) (two-time winner) and [Monitronics](#).

FARA's Believe it or Not

By: Brad Shipp

- **IL: Smoke Alarm at Porn Convention Gives Firefighters an Eyeful**
6.14.15 - Patch.com - The alarm forced adult film stars, attendees and vendors to leave the premises for a bit as the Rosemont Fire Department came on the scene, but the expo ... [More Info](#)
- **MT: Possible 'cat burglars' trigger alarms**
6.18.15 - Daily Inter Lake - The Flathead County Sheriff's Office received a call about a security alarm triggered at a Montana 35 property. It was reported that there were a lot of cats around ... [More Info](#)
- **NC: Students arrested for releasing chickens in NC high school prank**
6.2.15 - myfox8.com- Investigators said they set off an alarm at the school, and they were all caught in the act by responding officers.... [More Info](#)
- **WA: Man arrested for burglary claims he was filming porn**
6.9.15 - KREM.com - Several Spokane Valley Sheriff's deputies responded to the location to investigate a reported business alarm. A deputy arrived on scene within 3 minutes and ... [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

- **Action 9 investigates home alarm hustle**
6.18.15 - WFTV Orlando - Suspicious, he called ADT and discovered the techs were really independent contractors who hijacked his alarm system. They signed him to a new three-year ... [More Info](#)
- **ADT warns homeowners about security scammers**
6.8.15 - Local 10 - In a recent case, a Miami homeowner said someone came to his home May 27 claiming to be there to install a new alarm system and promising to save the ... [More Info](#)
- **AMP Security Rep Accused of Conning ADT Customer**
6.4.15 - SSI - An AMP Security representative allegedly told a Tennessee woman that ADT had been purchased by a company in Japan to get her to sign a five-year contract with his company. [More Info](#)
- **Cocoa Police Department Issues Scam Alert On Bogus Alarm ...**
6.20.15 - SpaceCoastDaily.com - Please be aware there are people representing themselves as Capital Connect (alarm company) and wanting to sell home alarm systems or upgrade the home ... [More Info](#)
- **Door-to-Door Alarm Sales Rep Dupes 9-Month Pregnant Woman**
6.12.15 - SSI - A Safe Home Security salesperson allegedly tricked a nine-month pregnant... [More Info](#)

- **Home Alarm Salesmen Using Deceptive Tactics**
6.12.15 - WJBF-TV - The salesmen make you think your signing a new contract with ADT, but what you're actually doing is signing a new contract with another alarm company. [More Info](#)
- **How do you deal with traveling salespeople?**
6.6.15 - The Daily Advertiser - Door-to-door salespeople marketing everything from magazine subscriptions, alarm systems, cleaning supplies and all types of handyman work typically hit the ... [More Info](#)
- **Police warn of aggressive solicitors in Rockledge, Cocoa**
6.25.15 - WKMG Orlando - According to the Rockledge Police Department, people from an alarm system company called Capital Connect insinuate that they are connected with ADT. [More Info](#)
- **Police Warn on Door-to-Door Sales**
6.12.15 - The Ledger - Residents have reported a man knocking on doors in the southeast area of Winter Haven claiming to be with an alarm company, according to police. The man ... [More Info](#)
- **Recent door-to-door solicitors concern Amarillo residents**
5.20.15 - ConnectAmarillo.com powered by KVII - They're claiming men showed up to their homes offering to update their security alarm system. Facebookers said the solicitors are showing up late at night and ... [More Info](#)
- **Scammers prey on home security service customers**
6.11.15 -KMBC Kansas City - That's when he found out they don't connect to his alarm system. "When I set the alarm at night, I have to bypass the back door," Kenneth said. Despite his home ... [More Info](#)
- **Warning Issued on Door-to-Door Sales**
6.7.15 - The Ledger - On Monday and Tuesday residents reported a man knocking on doors in the southeast area of Winter Haven claiming to be with an alarm company, police said. [More Info](#)
- **Watch for door-to-door scams in Winter Haven**
6.4.15 - WTSP 10 News - He also claimed to be representing two alarm companies, ADT and Capital Connect. One victim felt so afraid that they almost signed just to get the salesman to ... [More Info](#)
- **Watchful Eye: Be wary of summertime door-to-door sales**
5.24.15 - Knoxville News Sentinel - Solicitors selling alarm systems door-to-door in West Hills over the last month have neighbors concerned. West Hills Neighborhood Association President ... [More Info](#)
- **Woman turns away couple claiming to be from alarm company**
5.29.15 - Sahuarita Sun - The homeowner said the couple, a man and woman in their 20s, identified themselves as representatives of the alarm company when they came to her home on ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AL: Council eyes penalties, policies for repeat false alarm offenders**
6.27.15 - Tuscaloosa News - A third false alarm in that span will trigger a required training program on how to prevent false alarms. This "false alarm prevention school" must be completed ... [More Info](#)
- **AZ: Yuma OKs false security alarm measure**
5.21.15 -Yuma Sun - The revised ordinance aiming to eliminate some of the 99 percent of security system alarms to the Yuma Police Department which are false got final City Council ... [More Info](#)
- **CA: Alarm user permits required in some Valley cities**
6.11.15 – KESQ - If you plan to arm your home or business with an alarm system an alarm user's permit is required in some Coachella Valley cities. [More Info](#)
- **CA: Police report increase in daytime home burglaries in Sacramento**
6.4.15 - Sacramento Bee - Install an alarm system and use security decals as visual deterrents. Burglars often seek out homes that do not appear to have alarm systems. Use adequate ... [More Info](#)
- **CT: Middlebury property owners may face fines for false alarms**
5.21.15 -Waterbury Republican American - Many towns have an alarm ordinance allowing police to fine property owners after a certain number of false alarms to encourage them to fix problems and cut ... [More Info](#)
- **FL: City councilman proposes fines for frequent 911 callers**
5.22.15 - First Coast News - We have been looking at the issue of false alarm responses and their impact to police services (response time; cost; impact to officer productivity) in the past ... [More Info](#)
- **GA: Atlanta Police cracking down on false alarms**
5.27.15 - MyFox Atlanta - Atlanta - It is a crackdown by the Atlanta Police Department that has nothing to do with crime. The department is going after homeowners for false alarm calls ... [More Info](#)
- **GA: Sunday Interview with Harris County Sheriff Mike Jolley: 'We want to ...**
6.14.15 - Columbus Ledger-Enquirer - We still answer alarm calls and don't charge the people for it yet -- don't want to do that if don't we have to. When people leave for vacation they call here and ... [More Info](#)

- **IL: False alarm calls on the rise in Naperville**
6.23.15 - Chicago Tribune - Last year the Naperville Police Department received 3,677 burglar alarm calls. But only 12 of those calls, or .3 percent, were valid burglar threats. False alarms ... [More Info](#)
- **IN: False alarm in Lafayette? That'll be \$25**
6.12.15 - WISH-TV - Lafayette, Ind. (WLF1) — Starting next month, the Lafayette Police Department will be issuing fines for false alarms at commercial and residential properties. [More Info](#)
- **IN: Granger neighborhoods on alert after rash of reported burglaries**
6.4.15 - WSBT-TV - It takes an alarm company 3 to 6 minutes to call the police because most homeowners want to be called first. By then thieves are gone. Have them call the police ... [More Info](#)
- **KS: City to fine for repeated false alarms**
6.2.15 - Salina.com - Salina Police Chief Brad Nelson said he was surprised a city the size of Salina didn't have an ordinance to allow for issuance of fines for repeated false alarms. [More Info](#)
- **KS: Proposed fire codes for Lawrence pet-related businesses would ...**
6.14.15 - Lawrence Journal World - Commissioners earlier this month received a proposal to require pet-related businesses to have sprinkler systems, smoke alarms that are both hard-wired and ... [More Info](#)
- **LA: False alarm amendment putting homeowners at odds with NOPD**
6.17.15 - FOX 8 News WVUE-TV - The controversy started after NOPD Chief Michael Harrison said officers responded to nearly 48,000 false security alarms last year. Harrison said responding to ... [More Info](#)
- **LA: Higher fines for false alarms approved by New Orleans City Council**
6.18.15 - NOLA.com - Fines for false burglary alarms will rise in New Orleans under an ordinance the City Council passed Thursday (June 18) to curb alarms that officials say are ... [More Info](#)
- **OH: Cincinnati police can't touch city's worst false alarm violator**
5.20.15 - WXIX - A FOX19 NOW investigation takes a look at the number of false alarm calls burdening the city of Cincinnati's police department. Despite passing a law in 1988, ... [More Info](#)
- **ON: Charging business owners for false fire alarms pays off**
6.4.15 - CKWS - Kingston's new bylaw that charges businesses for false alarm 'fire calls' seems to be paying off. [More Info](#)
- **ON: Mayor urges landlords to send false alarm bills to...**
5.27.15 - www.insideottawavalley.com/ - A Perth landlord is taking town council to task for possibly having to foot the bill for false alarm bills incurred by his tenants. In a letter addressed to Mayor John ... [More Info](#)
- **ON: New false alarm bylaw expected to pay dividends**
5.29.15 - Brantford Expositor - A new false alarm reduction bylaw, to take effect July 1, could bring in nearly \$680,000 in projected fines to the Brantford police service over the next 4 1/2 years, ... [More Info](#)
- **PA: Birdsboro council OKs gas production, power generation at ex ...**
6.20.15 - Reading Eagle - Another adds trailers to the list of vehicles that can't be parked on borough streets and third raises the scale of fines for alarm device violations to \$300 to \$600 ... [More Info](#)
- **WV: Doggone it! False alarms wasting much time for local law enforcement**
6.28.15 - Bluefield Daily Telegraph - I learn last week that these dispatches — mostly false alarms — are much more ... If the activated alarm is a "hold-up button" at a bank or other location, two law ... [More Info](#)
- **WV: Police Chief: Don't Let False Alarm Fee Proposal Drop**
5.28.15 - Wheeling Intelligencer - Wheeling - It's been two months since Wheeling City Council's Rules Committee tabled a proposed false alarm fee, but there's been little noise on the issue of ... [More Info](#)

Industry News

Courtesy of NESIA

- **Comcast Prevails In Tortured Teen's Alarm System Suit**
6.2.15 - Law360, Los Angeles - A Washington state judge on Monday found Comcast Corp. and its contractor not liable for the alleged ... [More Info](#)
- **Protection 1 buys Florida integrator**
6.2.15 - SSN - Lakeland, Fla.—Protection 1 this week bought a full-service integrator with three offices and 60 employees. [More Info](#)
- **Apple and Google set their sights on their next battleground: your home**
6.5.15 - Washington Post - In a report Tuesday, International Data Corporation projected that the "Internet of Things," the industry term for this web of connected products, will generate \$1.7 trillion in spending by 2020 -- an astonishing number considering it was almost non-existent five years ago. [More Info](#)
- **Security System Uses Facial Recognition, Tricks Burglars Into Thinking Someone's Home**
6.11.15 - SSI - Users can program BuddyGuard's Flare security system to recognize their face and voice. If the device doesn't recognize a person in the home, it will start making sounds, such as dishes being washed in the kitchen or people talking, to trick an intruder into thinking that someone is home. [More Info](#)

- **Growth and expansions coming to UCC**
6.10.15 - SSN - San Antonio - United Central Control, a wholesale monitoring center based here, is planning to build an out-of-state back-up central station, possibly in Nashville, Tenn., Mark Matlock, company SVP, told Security Systems News. That news comes alongside other growth developments at the company. [More Info](#)
- **Beware: Potential Legal Liabilities for Integrating Garage Doors with ...**
6.15.15 – CEPro - CE Pro asked Ken Kirschenbaum, an attorney that specializes in alarm and low-voltage systems, to address the important safety issues and legal liabilities ... [More Info](#)
- **AG's office files complaint against alarm company**
6.19.15 - West Virginia Record - The complaint, which was filed in Cabell Circuit Court, alleges Trio Alarm LLC and its manager, Tyler Ignatowski, engaged in unfair and deceptive sales ... [More Info](#)
- **Chevrolet Adds Theft Alarm Notifications And Service Warnings To ...**
6.24.15 - Tech Times - An update to Chevrolet's RemoteLink app allows for Theft Alarm Notifications, letting users know of any attempt to tamper with or steal your car, provided the ... [More Info](#)
- **Smart new pillow alarm alerts deaf or hard of hearing**
6.24.15 - Specification Online - It uses 'listen and learn' digital wire-free technology that listens for the unique sound of a specific fire alarm. If the fire alarm sounds the pillow pad vibrates, high ... [More Info](#)
- **Using Audio to Increase Security's Footprint**
6.24.15 - SecurityInfoWatch - If a central station officer receives an alert from a video system and has access to live audio from the property, the officer can determine whether it's a false alarm ... [More Info](#)
- **SIA Perimeter Video Application Paper Released**
5.15.15 - SIA - The SIA Standards Perimeter Security Subcommittee has released the Perimeter Video Application Paper as a free download on the website of the Security Industry Association. [More Info](#)
- **Apollo Enters Home Security Market, Merging PE-Backed Protection ...**
5.19.15 - Mergers & Acquisitions - The Middle Market - Protection 1, headquartered in Romeoville, Illinois, provides security alarm monitoring in the U.S. The company installs, maintains and monitors security systems ... [More Info](#)
- **Burglars Have Taken To Robbing Victims Violently In Homes In City ...**
5.19.15 - CBS Local – NewYork - Authorities say there is a new reason to set your security alarm – no matter where you live. Violent break-ins have been plaguing ... [More Info](#)
- **Residential Market Report: Dealing with DIY**
5.18.15 – Security Info Watch - Security dealers may see do-it-yourself solutions as a threat, but the potential is there to turn it into an... [More Info](#)
- **Kaspersky Lab: Hacked Video Surveillance Systems Pose Huge Threat**
5.29.15 – SSI - Cybersecurity firm Kaspersky Lab reveals that third-parties can hack... [More Info](#)
- **Video: Convicted Burglars Offer Tips to Help Homeowners Secure Their Homes**
5.29.15 – SSI - Three convicted burglars serving prison sentences for a property crime offer tips to help homeowners protect themselves against home intrusions. [More Info](#)
- **Family Claims AlarmForce's Negligence Led to Home Burglary**
5.28.15 – SSI - A Canadian family says that AlarmForce received 10 alarms from three different sensors before police officers were called to their home. Thieves were able to take jewelry, cash, credit cards, electronics, passports and other personal documents from their residence. [More Info](#)

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 us at 301-519-9237, or by e-mail at: info@faraonline.org

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.

	Submitted articles in this newsletter are the expressed opinions of the authors and do not necessarily reflect the opinions of the Officers and Directors of FARA.
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