



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink July, 2011

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Beautiful Albuquerque and FARA Training - An Unbeatable Combination for 2012

By: *David Wilson, Conference Committee Member*



BOLO..... The Conference Committee has completed the Albuquerque registration packet and it will be published to members soon. Be sure to look over the packet and make plans to come to the 2012 Albuquerque Symposium.....it is going to be fantastic!

Your Conference Committee is always looking ahead and working hard to make our symposiums the best training opportunity for our members. We are busy planning the 2013 symposium, and we need your suggestions as to what training or events would help make this a great symposium. Please submit your ideas/suggestions for 2013 to any Conference Committee member for consideration.

You may be asking yourself, "I wonder where the 2013 symposium will be held?" I'm glad we heard that question from deep within the thinking part of your brain. Here's the answer:

The 2013 training symposium is going to be in beautiful Orlando, Florida. So, get ready for a great 2013 training opportunity.

**2012
Symposium
Packets are
in the mail
to you!**

Can't Wait

**Click Here to
Download
Your Copy**

Thanks to Institute Sponsors!

Without the FARA Institute and our generous contributors, FARA training symposiums would not be possible. Many, many heartfelt thanks go out to all of our Institute donors as follows:

Platinum (\$3000 or more donation)

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Texas Burglar & Fire Alarm Association (TBFAA)

Gold (\$1000)

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

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Homesafe Security Systems
United Central Control

SAVE THE DATE – FARA’s New Webinar Coming on July 27, 2011

By: Kerri McDonald, Training and Certification Committee Chair

On July 27, 2011 at 2 p.m. EDT, the Training and Certification Committee will be presenting a webinar on “How to Create Regional Meetings.” This is very similar to the types of classes held at the annual FARA symposium, only from the comfort of your office chair (or couch if you prefer). No travel, no tickets, all you need is a computer and a phone.

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

Reserve your Webinar seat now at: <https://www3.gotomeeting.com/register/977300022>.
Seating is limited so don’t delay!

Training and Certification Committee

By: Sherry Couey, T&C Committee Member

The Training & Certification Committee is excited about this month’s upcoming webinar on “How to Create Regional Meetings.” Please make sure you join us on July 27, 2011 from 2:00 p.m. to 3:30 p.m. EDT for information that will assist you in starting meetings in your area. Even if you haven’t considered conducting meetings locally, stop in and check us out. Networking with other alarm coordinators and local alarm dealers in your area is great way to come up with problem solving solutions for false alarms.

On another note, the T&C committee has almost completed the False Alarm Prevention for Multi-User Sites presentation. This presentation will be another great tool FARA members can add to their arsenal in resolving false alarm issues. A few more tweaks and it will be ready to roll!

Stay tuned for more exciting projects coming your way. Want to get in on the action? Come join us for one of our monthly teleconference meetings! We know you’ve got some ideas you’re just dying to bounce off someone. We’ll be glad to lend an ear!

Fire Alarm Committee

By: Mary Galloway, Fire Committee Co-Chair

The last few months reminded me exactly why I continue to be an active member of FARA. After a great conference and fun time in San Antonio, the fragility of our lives came crashing in. Mike Mahoney is one of those people who when you meet him it seems that he has always been your friend. He inspires all those around him to be better. I knew that Mike would be a good fit for FARA, he has always stepped up to help out his friends and colleagues and he shares a passion for alarm reduction and education. So when the opportunity presented itself to step up and help Mike, how could I say no? So until further notice (and only on a TEMPORARY basis Mike) I have agreed to co-chair the fire committee for Mike.

The Fire Committee is running with the current direction set by Mike Mahoney and Ray Hansen and we started on our white papers. There are organizations out there that are addressing the fire false alarm issue by code or legislative efforts. FARA is in a position to take a unique approach to the fire false alarm issue, which is at FARA's core value...education. The purpose of the initial white papers will be to educate end users about fire alarm systems and to start building FARA's library for fire alarm reduction resources. This grass roots education effort can have an immediate impact on false alarm reduction. I recently spent 3 days representing FARA at a Public Safety Fire Official Education Conference in West Palm Beach. Each and every fire official that I spoke with showed interest in supporting this grass roots effort and getting to know more about FARA.

Our job going forward is to make sure that the fire officials in each of our areas is aware of FARA. Let them know what FARA is all about. Invite them to join FARA and get in on the ground floor of the fire false alarm reduction effort for FARA.

Thank you to everyone on the Fire Committee, we are off to a good start. To everyone else, please keep your ideas coming for future white papers. We need them to build a GREAT resource library.

Mid-Atlantic Chapter News

By Eileen Skidmore, FARA Mid-Atlantic Chapter Reporter

As summer sales heat up, public safety members of the FARA Mid-Atlantic Chapter continue to warn each other about alarm businesses choosing to operate dishonestly.

Public safety staff in Montgomery County was recently alerted to an incident involving Vision Security where a confirmed complaint was filed against the company. Vision Security misrepresented itself to a consumer after their employees actually removed an existing alarm system and replaced it with their own equipment. Montgomery County reacted swiftly and alerted the Maryland State Police and Vision Security. Vision Security was advised to rectify the situation or risk having their license suspended.

The FARA Mid-Atlantic Chapter began to brainstorm about how public safety members could alert consumers about alarm companies using less than honest sales tactics.

A communication campaign began using inserts included in mailings, such as renewal notices, false alarm warnings, etc. alerting alarm users about deceitful business tactics practiced by some door-to-door sales people during summer sales. Several jurisdictions, such as Montgomery County and Howard County, have also issued press releases warning consumers. Montgomery County, Maryland uses a flyer to educate alarm users about possible fraudulent door-to-door sales practices.

For more information please read the next story on FARA's Featured Publications – Summer Sales Flyers and Releases.

Featured Publications – Summer Sales Flyers and Releases

By Brad Shipp, FARA

Summertime brings the return of aggressive alarm salespeople in neighborhoods throughout the US and Canada. FARA has identified a variety of press releases, bulletins and other information to help you keep citizens informed about the potential problems posed by unscrupulous door to door alarm salespeople. Please use them to get the word out.

- [FTC's Knock, Knock. Who's There? Want to Buy a Home Security System? Beware of home alarm sales scams.](#)
- [BBB- Summer Months Bring Highest Rates of Burglaries – Is Your Home Secure?](#)
- [TX- DPS warns of aggressive summer door to door alarm sales](#)
- [Montgomery County Alarm System Fraud Alert Press Release](#)
- [Howard County Maryland Beware of Scams Press Release](#)
- [MD Summer Sales Press Release](#)
- [MD Unethical Sales Flyer](#)
- [MD Unlicensed Activity Flyer](#)
- [MD Beware of Fraud Bill Stuffer](#)
- [MD Unlicensed Activity Bill Stuffer](#)
- [MD Unethical Sales Bill Stuffer](#)
- [TX Unethical Sales Flyer](#)
- [TX Unlicensed Activity Flyer](#)
- [TX Beware of Fraud Bill Stuffer](#)
- [TX Unlicensed Activity Bill Stuffer](#)
- [TX Unethical Sales Bill Stuffer](#)

The full list of FARA other publications can be accessed on our [web site](#). Copies of manuals can be downloaded from the member's only site.



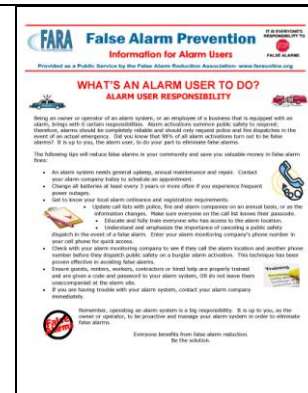
FARA's Newest False Alarm Prevention Bulletin!

By: Norma Beaubien, Communications Committee Co-Chair

FARA's Communications Committee has published a new false alarm prevention bulletin designed to educate alarm users on their responsibilities when they install and use an alarm system. It provides useful information on best practices and how to avoid false alarms; written in language the alarm user can easily understand. [To download the bulletin click here.](#)

The full list of FARA bulletins can be accessed on our [web site](#).

We encourage you to use these informational bulletins as bill stuffers, handouts at meetings or to send to individual problem alarm users.



FARA's Believe it or Not

By: Lisa Espinosa & Sha Alexander, Newsletter Editors

Wandering feline likely responsible for tripped security alarm at Tacoma store

July 13, 2011 – News Tribune - This was a real cat caper. The security alarm was tripped several times at Lowe's Home Improvement, 7905 S. Hosmer St., late Tuesday. The alarm company notified Tacoma police officers, who drove to the store to see what was going on. The officer set up a perimeter and asked for a police dog, the department reported. Officers and others spent 45 minutes searching the store for any signs of a burglar or anything else amiss. They didn't find any humans. The likely culprit? A cat wandering around. [Read more](#)

Do you have any stories you would like to share about strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to malexan2@lexingtonky.gov or lespinosa@ci.beaverton.or.us and we'll put them in the next InfoLink for all to share!

Alarm Response Program Could Cut PSAP's Costs and Decrease Response Times

By Brad Shipp, FARA - From stories in Security Sales & Integration & KUHF-FM

Houston, TX – Robbers and thieves beware. The City of Houston has a new computer system that should help police respond to alarms much faster.

It's called ASAP or automated secure alarm protocol. It's basically a software system that allows alarm companies to send messages directly to emergency dispatchers instead of having to call a non-emergency operator, who then calls dispatch. The Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials (APCO Int'l) developed ASAP.

Houston Emergency Center Director David Cutler explains the process. *"The typical structure of an alarm call is an alarm call is received at a central alarm station they will pick up the phone and call our operators. Our operators with then create a call slip and CAD and send it to the police dispatcher. Under this new operation ASAP, it allows the call center operators to actually create that alarm slip and send it to the dispatchers, bypassing our call takers."*

Cutler says city operators take thousands of calls a week on the nonemergency line — many of those are from alarm companies. *"While a drop in telephone call volume by 8 to 13 percent is outstanding, a 10-percent reduction in the number of alarms requiring call-taker intervention is equally astonishing,"* he says. *"Especially when you consider that we receive an average of more than 2,000 police alarms per week."*

"For the citizen at home, the big deal in this is it's going to get a police officer to your location faster. You don't have the conversation that's taking place between two operators trying to discern what the address is. 'Oops, I didn't get that street right. Can you respell it, or hey, what's the permit number on this.' This takes all of that out of it."

To date, Houston Emergency Center is the largest PSAP in the country and the first in Texas to use the ASAP program. ASAP cost more than 300 thousand dollars to install, but the city believes it will save up to \$2 million annually.

CSAA President Ed Bonifas thinks the new program will help law enforcement agencies and alarm monitoring companies build stronger partnerships. *"The Houston implementation of ASAP is the new standard in fostering the public-private relationship between alarm monitoring companies and 911 PSAPs,"* he says.

A series of pilot programs were also held in Richmond and York County, Va.

Note: FARA will hold a session on this program and how it can help you during the Symposium in Albuquerque on May 3, 2012.

For More Information Visit

- [Security Sales & Integration Alarm Response Program Could Cut Houston PSAP's Costs by \\$2M](#)
- [KUHF-FM - New System Will Mean Faster Police Response Times](#)

Landmark Study Shows Law Enforcement's Support for Security Systems

7.13.11 - Security Sales & Integration

Thanks to the implementation of best practices and advances in technology, recent years have seen reductions in false alarm dispatches that are helping bolster the relationship between law enforcement and the security industry. Yet there remains much to be done to further strengthen and grow the partnership. The 2011 Law Enforcement Security Industry Study serves as a report card for both sides. [More Info](#)



Summertime False Alarm Prevention Information

Press Release published by the Montgomery County Police Department, Maryland

As we move into the summer season, thunderstorms, lightning, and possible power outages may soon be common occurrences. The Montgomery County Police False Alarm Reduction Section would like to provide homeowners who have security alarm systems with the following information to help prevent false alarms.

A false alarm occurs when an alarm is reported, public safety agencies respond, and no evidence of criminal activity is found. Every alarm user is allowed one "free" false alarm in a calendar year. False alarm response fees are imposed for the second and each subsequent false alarm in a calendar year. The false alarm response fee for residential and commercial alarm users begins at \$25 for the second false alarm. Fees will escalate to \$1,000 **per false alarm** for residential alarm users and \$4,000 **per false alarm** for commercial alarm users. Properly designed, installed, and maintained alarm systems will not generate false alarm activity (and fines) due to power surges or power interruptions. The possibility of false alarms caused by lightning strikes is controllable through the proper grounding of alarm systems and the use of power and phone line surge suppressors. The use of surge suppressors greatly reduces false alarms by redirecting and dissipating electrical current to the ground. However, in the case of a catastrophic lightning strike, the system may malfunction or suffer damage.

In order to avoid costly false alarms that may occur during inclement weather, contact your alarm dealer and follow these simple steps:

- Repair loose-fitting doors and windows.
- Ensure that all alarm contacts are firmly in place.
- Use wide-gap door and window contacts.
- Use surge protectors/suppressors on both the alarm system and the phone line sending the alarm signal to the monitoring center.
- Ensure that your alarm system is properly grounded.
- Ensure that the battery back-up protection is in good working order, is fully charged, and will hold that charge for a minimum of four hours.

Almost all security systems have a rechargeable battery that powers the system for a minimum of four hours in the event of a power outage. If you have a wireless system, you may have several batteries in the sensors, as well as a backup battery. Those batteries typically have a useful life of about three to five years, but that life may be shortened if you have several power outages. If your batteries have become weak from age or repeated power outages, a false alarm may be generated when your alarm system powers up following a power failure. Even a short power failure of a second or less may be long enough to cause a false alarm. Your battery backup should be checked annually by an alarm technician and after any storm-related false alarm, and replaced when necessary.

The following are additional steps that can be taken to prevent a false alarm:

- Make sure that your doors and windows are all locked before arming the system.
- Move pets into an area that does not have a motion sensor before arming the system.
- Be sure that window treatments and plants are not affected by drafts. Their movement may cause a motion sensor to activate.
- Test your system monthly. Always contact your alarm company before you test the system.
- Educate everyone who lives or works at the alarm site on the proper operation of the system.
- Never give a house key to someone who has not been educated on the proper use of your alarm system. Be sure to provide those individuals a personal pass code/password in the event they cause a false alarm.

Montgomery County Police are requested to respond to over 45,000 false alarms each year. Alarm legislation was adopted because of concerns over police officer safety and to eliminate the misuse of police resources. Unfounded alarm calls reduce the police department's effectiveness and undermines its ability to respond to more critical calls.

For more information about false alarms and how to prevent them, go to the Montgomery County Police website at www.montgomerycountymd.gov/police and click on the Divisions/Stations button. The False Alarm Reduction Section information is located under the Management Services Bureau.

IQ Produces Two-Minute Videos to Explain the Program and its Benefits

From Press Release by IQ Certification Program

6.2.11- To increase awareness among central stations and dealers in the industry, the IQ Certification program is producing a series of short videos that will appear on YouTube. Each video in the IQ Video Awareness Campaign will be two minutes in length and feature IQ chairperson and president of Amherst Alarm, Tim Creenan, who will share the various parts of the program and its benefits. The videos will cover basic topics including:

- What is IQ?
- Why should I be an IQ installing company?
- Why should I be an IQ monitoring company?
- How to become an IQ installing company
- How to become an IQ monitoring company
- The five components of an IQ company – company training, product selection, installation process, monitoring process, training process
- Am I making money with IQ?

The first video will be ready for ESX. The organization plans on sending out emails with a link and also put the videos on the web site. There will be a new video produced every two weeks.

"Unfortunately, there are still many companies in the industry who are not aware of IQ and the benefits the program brings not only to the industry but also to every company. Using YouTube and short videos will help us get our message across," said Creenan.

The first video may be found at www.youtube.com/iqcertification. For more information or to become IQ Certified, visit www.iqcertification.org or call 866-833-8302.

Smartphone App to Assist Public Safety Effectively Respond to Alarm Calls

Press Release from CryWolf by Public Safety Corporation



Waldorf, MD – Public Safety Corporation, Inc. announced at its annual Users Conference in San Antonio a new Smartphone application to assist law enforcement personnel in responding to alarm calls more effectively.

When responding to alarm calls, law enforcement personnel need quick access to alarm system and occupant information. Instead of contacting dispatch or the alarm companies for the information, officers can now access the CryWolf alarm management database directly from their Smartphone. Officers quickly receive alarm account status, occupant information, and special conditions of the alarm location sent directly to their Android-based phone based on the GPS position of the officer or by the address entered. Having this accurate information immediately available to officers saves time, supports officer safety, and increases the efficiency of responding to alarm calls.

CryWolf is a comprehensive false alarm management solution that greatly reduces the time and effort required to process false alarms for jurisdictions of all sizes. CryWolf technology can be implemented in one of several ways —purchase CryWolf to be installed and operated by department personnel, outsource with CryWolf to fully administer the false alarm program, or subscribe to CryWolf On-Demand, a web-based, cloud computing, subscription service. CryWolf is currently used by hundreds of cities, counties, and other municipalities across the United States and Canada to reduce false alarms, increase fee and fine collections, and streamline false alarm administration.

For more information, please visit www.crywolf.us.

Joke of the Month

Steal from this family

After shopping in a mall, a couple returns to find their car has been stolen. They go to the police station to file a report. A detective drives them back to the parking lot to see if any evidence can be found at the scene of the crime. To their amazement, the car has been returned. There is an envelope on the windshield with a note of apology and two tickets to a music concert. The note reads, "I apologize for taking your car, but my wife was having a baby and I had to hot-wire your ignition to rush her to the hospital. Please forgive the inconvenience. Here are two tickets for tonight's Garth Brooks concert, the country-and-western music star." Their faith in humanity restored, the couple attend the concert and return home late only to find their house has been robbed. Valuable goods have been taken from throughout the house, basement to attic. There is a note on the door reading, "Well, you still have your car. I have to put my kid through college somehow, don't I?"

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

News on Door to Door Sales

Courtesy of NESAs

- **Don't Let A Salesperson Tell You What The Contract Says**
6.30.11 - The Consumerist - She learned this when she had the ADT alarm system already installed in her house switched on. The salesperson rushed her through a lengthy contract, telling her what each part supposedly said and claiming that she could totally cancel within thirty ... [More Info](#)
- **How Vivint Sells 200k Security, Automation Systems in a Summer**
7.14.11 - CEPro - Utah firm sends thousands of "door knockers" to neighborhoods throughout the U.S., selling security and home automation all day long. [More Info](#)

- **AK: Roving security system salesmen make residents uneasy**
6.29.11 - Mat-Su Valley Frontiersman - Wasilla, AK - "Unscrupulous door-to-door sales agents use a variety of approaches and pitches to get you to buy an alarm system and monitoring services," the FTC warns. The FTC advises residents to be wary of offers of "free" equipment because it usually comes with ... [More Info](#)
- **AZ: Vision Security locks elderly woman into contract**
6.25.11 - AZFamily - Phoenix, AZ - "Being a single woman in a new neighborhood, I thought, 'You know maybe it would be wise to have an alarm system'." She's been happy with the system and she's never missed her \$45 monthly payment to Castle Rock Security for her security service. ... [More Info](#)
- **FL: More signing up for Do Not Call Registry**
6.29.11 - NBC2 News - Lee County, FL - After a break-in in her neighborhood, a security alarm company called to sell her an alarm. "It's borderline harassment, I think when they call, and call, and call, and call," Null said. The calls got so bad she changed her phone number. ... [More Info](#)
- **GA: Columbus alarm company sounds alarm over door-to-door practices**
7.7.11 - WRBL - Columbus, GA - Wayne Beck, president and CEO of A-Com, a home security system company in Columbus, says he has been dealing with out-of-town alarm companies blitzing neighborhoods for the past three years. Beck says the companies hire young college ... [More Info](#)
- **HI: Door knocking in Hawaii generates concerns**
6.30.11 - Security Systems News - Honolulu, HI - More summer-sales-model companies are knocking on doors in Hawaii this summer, and complaints that they're using deceptive sales practices are also on the rise, according to the Hawaii Burglar and Fire Alarm Association. [More Info](#)
- **IL: Belleville police warn of possible imposter**
6.25.11 - KSDK - Bellville, IL - An 83-year-old man tells police on Thursday a man came to his door claiming to be a service technician for an alarm company called Pinnacle Security. "Fortunately the gentleman realized that's not the ... [More Info](#)
- **IL: Security sales teams prompt complaints**
7.2.11 - Alton Telegraph - Alton, IL - "In the meantime, they had pulled my mom's alarm system out and put a new one in that doesn't work." Terwelp and Hayes both said they researched Platinum Protection online and found many complaints similar to local experiences. ... [More Info](#)
- **LA: Front-door bandits hit the pavement**
6.29.11 - The Daily Advertiser - Acadiana, LA - In recent weeks, the BBB of Acadiana has learned of door-to-door home alarm systems offered, handymen knocking, home improvement deals, magazine and other products being sold. BBB warns deceptive door-to-door sales crews are hitting the pavement, ... [More Info](#)
- **MO: Residents Complain About Alarm System Sales Tactics**
6.24.11 - KMBC - Kansas City, MO - Some residents in the Waldo area said they have been intimidated by someone selling alarm systems for ADT. Residents told KMBC's Cliff Judy that ADT salesmen even claimed they were working hand in hand with Kansas City police. ... [More Info](#)
- **NC: Alarm companies warn customers of neighborhood scam**
6.20.11 - WCNC - Charlotte, NC - Russell Lewis got an alarm system for his family after a break-in at their home. He was surprised to get an email Monday morning from CPI. It warned about contractors pretending to work for CPI that actually just try to get people to switch security ... [More Info](#)
- **TX: McAllen Woman Says Security Company Left Her Without Alarm**
7.6.11 - KRGV - McAllen - A McAllen woman says a salesman showed up at her door and offered her an upgrade on her home alarm system. Now she doesn't have the protection she needs. "My husband was outside," says Donna Whitley. "He was mowing the lawn. ... [More Info](#)
- **VA: Permit suspended for door-to-door salesman**
7.7.11 - Roanoke Times - The alarm salespeople often use high-pressure sales tactics, the departments said, prompting calls from residents. Some out-of-state companies hire temporary workers to sell alarm services door-to-door in Virginia, police said, who try to pressure ... [More Info](#)
- **FL: Vivint Denied Fla. Door-to-Door License; Claims Unconstitutional**
7.11.11 - CEPro - Alarm company says all applicants for peddlers' licenses should be evaluated equally, regardless of what they sell. [More Info](#)

BBB & Public Safety Warnings

- **CT: BBB: Use care selecting home security system** - 7.9.11 - Ridgefield Press - Ridgefield, CT [More Info](#)
- **MD: MCPD: Look Out for Fraudulent Alarm Sellers** - 6.29.11 - Patch.com - Gaithersburg, MD - ... [More Info](#)
- **NY: Steuben County Sheriff's Office: Beware Of Possible Phone Scam** - 7.12.11 - WBNG-TV - Binghamton, NY - [More Info](#)
- **OK: Tulsa Police Warn Of Alarm Company Going Door-To-Door** - 6.22.11 - News On 6 - Tulsa, OK - [More Info](#)
- **SC: Conway PD: Beware of alarm scam** - 6.30.11 - WMBF - Conway, SC - [More Info](#)
- **TX: Beware aggressive door-to-door alarm sales** - 7.13.11 -Victoria Advocate - Victoria, TX - [More Info](#)
- **TX: Don't Be Fooled by High Pressure Door-to-Door Sales this Summer** - 6.27.11 - Laredo Sun - Laredo, TX - [More Info](#)
- **TX: Don't Be Fooled by High Pressure Door-to-Door Sales this Summer** - 6.24.11 - Wilson County News - Floresville, TX - [More Info](#)
- **TX: Police warn about alarm sales efforts** - 6.22.11 - Mount Pleasant Daily Tribune - Mount Pleasant, TX - [More Info](#)
- **TX: Sherman police warn residents about aggressive vendors** - 7.1.11 - KXII-TV - Sherman, TX - [More Info](#)
- **TX: Texas residents warned about potential security alarm sales scams** - 7.11.11 - SecurityInfoWatch - Dallas, TX - [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AL: Fairhope City Council to consider false alarm ordinance**
7.5.11 - Gulf Coast Newspapers - Fairhope, AL - The City Council is expected to vote on an ordinance this month that would regulate residential and commercial burglar alarms ... [More Info](#)
- **AZ: Law charging for excessive false alarms takes effect Friday**
6.30.11 - Prescott Daily Courier - Prescott, AZ - Police officers will begin enforcing a new alarm law on Friday... [More Info](#)
- **AZ: Tucson ordinance targets false security alarms**
7.8.11 - FOX11AZ.com - Tucson, AZ - a new city ordinance in the works is targeting you and your wallet... [More Info](#)
- **CA: Council to consider new fines for false burglar alarms**
7.12.11 - Bakersfield Californian - Bakersfield, CA - The City Council will vote on a new ordinance that would fine repeat offenders of false burglar alarms...[More Info](#)
- **CA: False Alarms Will Cost You**
6.30.11 - San Diego Reader - San Diego, CA - According to assistant fire chief Brian Fennessey, the city's firefighters spend approximately 2000 hours each year investigating false-alarm calls. The department estimates that false-alarm calls ... [More Info](#)
- **CA: Police response to vary based upon crime**
7.1.11 - News10.net - Sacramento, CA - Even though there's an alarm in Nou Thao's South Sacramento home, someone broke in. When she called for help, police told her they would not be able to respond in person. Budget cuts meant no staff ... [More Info](#)
- **CA: Proposed fees for false alarms explained**
7.13.11 - Bakersfield Californian - Bakersfield, CA - An article in Tuesday's paper -- regarding the City Council's consideration scheduled for today of a new ordinance that would fine repeat offenders for false burglar alarms -- confused readers on the potential costs... [More Info](#)
- **CO: False alarm rule in Steamboat nets results**
7.5.11 - Steamboat Springs, CO - Officials see drop in erroneous calls - consistent enforcement of the town's year old false alarm ordinance has had positive results. [More Info](#)
- **CO: Pueblo Police Struggling With False Alarms**
6.29.11 - KRDO - Pueblo, CO - Police spend half of the year responding to false alarms. That doesn't leave much time helping those who really need it... [More Info](#)
- **CT: Enfield council amends alarm ordinance to scale back fines**
6.22.11 - Journal Inquirer - Enfield, CT - The Town Council voted unanimously Monday to amend the town's security system ordinance to scale back fines for residents... [More Info](#)
- **FL: Delray Beach City Commission considers tax rate at workshop meeting**
7.11.11 - Palm Beach Politics - Delray Beach, FL - Last year the city began the budget season with a \$7 million deficit but was able to close the gap by raising fees for things such as alarm ... [More Info](#)

- **IL: Alarm monitoring requirement causes concern**
7.5.11 - Northwest Herald - McHenry, IL - ...Under a new ordinance in McHenry, Land Technology will have to pay \$90 a month for the city ... [More Info](#)
- **IL: Council approves charging for LFD services**
6.21.11 - Lincoln Courier - Lincoln, IL - The measure is part of the department's efforts to recoup costs associated with events and also false alarm calls... [More Info](#)
- **IL: Tuesday Meeting: Debate continues on sheriff's answering system**
7.5.11 - Freeport Journal-Standard - Freeport, IL - Senn said he is concerned partly because it may take too long for alarm companies to reach option No. 7 when they need to report that a burglar alarm... [More Info](#)
- **MD: Frederick County commissioners eliminate annual security alarm fee**
7.14.11 - Frederick News Post - Frederick, MD - The commissioners chose to delay eliminating the fee because the county recently sent out bills to some alarm users and doesn't want to have to refund checks that are coming in now... [More Info](#)
- **MN: False Fire Alarm Fees? Light Rail Development? Liquor Licensing?**
7.11.11 - Patch.com - Minnetonka, MN - The Minnetonka Fire Department is requesting that the city council introduce an ordinance changing details of the city's false fire alarm fee... [More Info](#)
- **MT: Burn permits available online for some Montana counties**
6.27.11 KRTV Great Falls News - Great Falls, MT - The new system started in Lewis & Clark and Gallatin Counties, and is credited with helping Lewis & Clark County avoid more than 6000 false alarm fire calls last year... [More Info](#)
- **MT: Dispatchers request info**
7.10.11 - West Yellowstone News - West Yellowstone, MT - Businesses are requested to update their alarm information with the West Yellowstone 911 Dispatch Center... [More Info](#)
- **NJ: Council Passes Ordinances on Trees, False Alarms**
6.30.11 - Patch.com - Bellevue, NJ - The council also passed an alarm ordinance that, among other things, imposes service fees for repeated false alarms. Each successive false alarm will require a higher fee until the fifth false alarm, which will carry a fee of \$200. ... [More Info](#)
- **NY: Plague of false alarms sparks action**
6.29.11 - Catskill Daily Mail - Hunter, NY - The Hunter Town Board continued its work on developing a False Alarm Law... [More Info](#)
- **OH: Amnesty Program for parking fines extended**
7.1.11 - FOX19 - Cincinnati, OH - The Second Chance Amnesty Program, the City of Cincinnati announced that Phase III (ambulance services, false alarm fees, building code violations, and other fees) of the program would be extended ... [More Info](#)
- **OH: Falls to examine need to redistrict wards**
7.14.11 - Akron Leader Publications - Akron, OH - Another new proposed ordinance would amend sections of the city's code on alarm systems and false alarms. Proposed changes include making false alarms a civil penalty with a \$50 fee, ... [More Info](#)
- **OH: Lima, Ohio police launch public education campaign to reduce false alarms**
7.1.11 - SecurityInfoWatch - In 2010, Lima Police used 650 hours responding to false alarms from security systems. Those are hours better spent on keeping the community safe, they said Wednesday, so they're starting a public education campaign to ... [More Info](#)
- **PA: Belvidere set to vote on new fines for false alarms tonight**
6.20.11 - The Express Times - LehighValleyLive.com - Belvidere, PA - The Belvidere Town Council is scheduled to vote at tonight's meeting to fine residents whose malfunctioning alarms send firefighters and police racing to safe homes... [More Info](#)
- **RI: Business owners want fire code revised**
7.7.11 - Providence Eyewitness News - Newport, RI - The changes include strobe lights, fire alarm horns, and her current smoke alarms are not up to code. Proponents of the current code say it saves ... [More Info](#)
- **RI: Tax hike likely in Providence, despite aid, cuts**
7.9.11 - Providence Journal - Providence, RI - Another regulation lets Providence charge businesses and other places that have private alarm systems tied directly into the city's fire alarm system up to \$500 a year. The new fee is projected to bring in \$1 million... [More Info](#)

- **TX: 13 Citations Issued So Far For No Alarm Permits**
6.22.11 - KRIS Corpus Christi News - Corpus Christi, TX - In just the last three days, Corpus Christi police have handed out 13 citations to property owners without permits for their alarm systems. If you're caught without a permit, you could be fined up to \$500 for each violation. ... [More Info](#)
- **TX: Police: HPD officer hurt in crash after running red light**
7.11.11 - KHOU - Houston, TX - The female officer was driving east on Yellowstone to a "hold-up alarm" with her lights on, Lt. Phillip Muñoz said. She ran a red light, he said, and then crashed into another car that failed to yield to an emergency vehicle. ... [More Info](#)
- **TX: Temple: Reminder About Alarms Ordinance**
6.24.11 - KWTX - Temple, TX - The Temple Police Department wishes to remind citizens of the city ordinances governing the activation and use of residential and business alarms... [More Info](#)
- **VA: Public Hearing for Albemarle False Alarm Ordinance Set**
7.6.11 - NBC 29 News - Charlottesville, VA - A public hearing has now been set on Albemarle's false alarm ordinance. The proposed ordinance would impose a fine on people who have multiple false ... [More Info](#)
- **VT: Barre Town dispatch shift begins**
6.20.11 - Barre Montpelier Times Argus - Barre Town, VT - Meanwhile, Rogers reminded town residents and businesses who use security or fire alarm services to notify their alarm companies of the change. [More Info](#)
- **WA: No False Alarm: Paying Penance to the SPD**
7.1.11 - The SunBreak - Seattle, WA - The good news: Proof that the security alarm worked exactly as designed. The bad news: We owed \$115 for the false alarm ... [More Info](#)

Industry News

Courtesy of NESAs

- **Security Companies Report an Increase in Alarm System Sales**
7.12.11 - KRGV - The victim has now upgraded his alarm system, and he's not the only one. Channel 5 News caught up with a crew from Security Depot installing a new system in a dentist's office. "Because we have so many patients, it's really important to us that we keep ... [More Info](#)
- **Home Security Systems Do Not Need Latest Bells, Whistles**
7.11.11 - NY1 - Before spending a few hundred or a few thousand dollars on a home alarm system, consider whether protecting your house and property requires the latest in security technology. NY1's Consumer Watch reporter Asa Aarons filed the following report. ... [More Info](#)
- **Report: Home Fires Produced \$7.1B in Property Damage**
7.8.11 - Security Sales & Integration - U.S. fire departments responded to an average of 373,900 home fires from 2005-2009 according to the National Fire Protection Association's (NFPA) new study, "Home Structure Fires." The fires caused an estimated 2,650 civilian deaths each year. [More Info](#)
- **US Alarm Market To Reach \$19.6B by 2011**
7.8.11 - CE Pro Magazine - Despite a 2 percent fall from \$17.8 billion in 2005 to \$17.5 billion in 2006, the market for alarm systems, services, and installations is expected to reach \$19.6 billion by 2011, according to US Market for Alarm ... [More Info](#)
- **Video alarms help police prioritize response**
6.29.11 - SecurityInfoWatch - Police departments and sheriff's offices across the country are implementing prioritized response polices for video alarms in an effort to reduce false dispatches and increase the capture rate. ... [More Info](#)
- **NFPA releases report on home fires**
7.1.11 - Sonoran News - Interconnect smoke alarms throughout the home. When one sounds, they all sound. Test smoke alarms at least once a month and replace conventional batteries once a year or when the alarm "chirps" to tell you the battery is low. Replace any smoke alarm ... [More Info](#)

Please Share Your Newsletters and Tips with Us

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

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

FARA Mission Statement

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

Contact Us

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