



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink July, 2012

- **FARA News**
 - Thanks to Institute Sponsors
 - Join Us for Fun in the Sun! Orlando 2013
 - News from the Membership Committee
 - CAM Spotlight – Duff Astin
- **Featured Resource**
 - Patrol Officers and False Alarm Reduction - A Call to Action
- **General News**
 - FARA's Believe it or Not
 - Joke of the Month
 - HS Technology Wins PDQ Award for False Alarm Dispatch Reductions
 - Protection 1 Employee Achieves Certified Alarm Manager Status
 - Concerted Effort Needed to Stem False Fire Alarms
 - 2012 On Pace to Be Safest Year for Police in 60 Years
 - Study: Loss Prevention Technology Helps Reduce Theft by \$2.6B in 2011
 - Bank Crime Down In 2011 News on Door to Door Sales
 - Public Safety Updates
 - Industry News
- Please Share Your Newsletters and Tips with Us
- FARA Mission Statement
- Contact Us

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:

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Monitronics Security
Vector Security, Inc.

Join Us for Fun in the Sun! Orlando 2013

By: Meredith Wivell, Conference Committee



Hello Orlando, Florida! FARA's next training symposium is coming to you in April 2013! If you thought Albuquerque was fun, you haven't seen anything yet! Did you know the official nickname of Orlando is "The City Beautiful," although it is also known as "O-Town." What things come to mind when one thinks of Orlando? First things first, it's all business right? Of course we all want to absorb the information at training like a sponge! However, the fact that this exciting training is taking place in such a beautiful setting should also be highly motivating to all of us. Just think of all the possibilities that exist since we will be so close to Universal Studios! Also Disney World, SeaWorld, and Legoland to mention a few other popular attractions, but the list appears endless from what is published. You will not run out of things to do and see while visiting Orlando. Make it a family trip and get the most out of your time in Orlando! Hmmm...I think everyone who is involved with FARA won't want to miss out on next year's symposium.

I'm thrilled to report that the plans for the upcoming FARA Training Symposium are in full swing. The Conference Committee has a wide variety of resources that are collaborating and are working diligently to make next year's symposium one of the best training events yet! Next year's training will offer a truly one-of-a-kind, unique experience. Our event will be held in conjunction with the Alarm Association of Florida's annual conference and exposition. Not only will you be able to have the traditional experience of classroom training, but you will also have a great opportunity to tour the tradeshow floor where you will see some of the latest and greatest technology these exhibitors will have to offer. Don't worry! You won't have to dig into your purse or wallet to travel through the expo hall because it's included with your registration to the symposium! It's a great way to freshen up on your knowledge of the variety of systems that are offered today, as well as see the technology of the future.

Most of us who have attended symposiums in the past will all agree that it's truly a wonderful experience. Not only will you gain valuable resources and knowledge to take back to your position and improve your jurisdiction; you will meet wonderful people. I met so many wonderful people last year at my first conference and had an absolute blast! From the breathtaking views of the Sandia Peak to networking with people from all over, Albuquerque was amazing! FARA knows that money is tight for many jurisdictions and that is why it has funds reserved for public safety members to attend thanks to the tremendous donations by FARA Institute Sponsors. So if you haven't attended and would like to, or you want to come back for more, please don't think that you can't! There will be opportunities available, which we will publish in the very near future.

There you have it fellow FARA brothers and sisters. You know what to do next! Start requesting to attend this wonderful opportunity today and don't delay! Let's set a record next year on attendance. The Conference Committee will be working on class selections this month. If you have any ideas or suggestions, please let the committee know. We all have a voice in FARA; make sure yours is heard!

News from the Membership Committee

By: Emily Pleasance Membership Committee Member

Attention! Are your Membership Dues paid?

DON'T Risk losing the many fantastic membership benefits!

Benefits such as...

- ❖ Great networking environment 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

DO Contact FARA to update your Membership

E-Mail: info@faraonline.org

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

CAM Spotlight – Duff Astin

By: Sherry Couey, Fayetteville Police, NC, T&C Committee Chair

The T and C Committee did not meet in June, but continued to work diligently to provide quality training opportunities for FARA members. We continue to emphasize the C.A. M program. Having said that, it is now time for this edition's C.A.M. Spotlight. This time we decided to reach back to one of original C.A.M.'s. Everyone it is time to meet Duff Astin of Sandy City, Utah.

Current Position? *Alarm Coordinator, Sandy City Police Department, Sandy City Utah.*

Hobbies or Interests? *I enjoy golf, Photography, travel and spending time with my family; sometimes we can do all at the same time!*

How long have you been a member of FARA and do you participate in any FARA committees or activities? *I first joined FARA in 1999; I attended the conferences at San Diego California and Portland Oregon. I have had a difficult time with funding to make it to another conference (now symposium). I do not sit on any committees.*

When you did you first obtain your certification? *I tested at the Portland Conference in April of 2002.*



What made you decide to take the exam? *It was the first year that certification was available. I took the exam to confirm that I was qualified to be an alarm coordinator. I remember being surprised that everyone at the conference did not test for the certification. It was exciting to be one of the first to achieve the certification.*

Did you any response from employers, alarm industry, members of the community about your achievement? *It has been ten years since I passed the exam. I really can't remember if there was even a pat on the back. However I would like to think it was appreciated by the department.*

Do you think accomplishing your certification has benefited your career or position as an alarm manager/coordinator? Has it made a difference in what you do? *Honestly, I can't say that having the certification has benefited my career. It is always good to have the certification to show you have proven competency in your field.*

Do you think others could benefit from achieving their Certification status? *Any time we as Alarm Coordinators can increase the knowledge base in our profession it will help each of us to be better alarm unit managers. Knowledge is Power!*

Where is your certificate now? (Displayed on wall? Hidden in a drawer?) *This is a little embarrassing. I had to really dig to find my certificate. It was buried deep in a drawer.*

Featured Resource – Patrol Officers and False Alarm Reduction - A Call to Action

By Brad Shipp, FARA

This new bulletin – the first to be written for Patrol officers outlines tried-and-true methods for significantly reducing your false alarms and invites patrol officers to play an important role in making the community aware of the problems caused by false alarms and can offer solutions.

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



FARA's Believe it or Not

By: Lisa Espinosa, Newsletter Editor

Dine And Dash' Suspect, Arrested During Police Fundraiser

3.5.12 - Huffington Post - Police in New Mexico recently arrested a man for allegedly attempting to pull a dine-and-dash at a restaurant that was hosting a police fundraiser. According to the Dona Ana County Sheriff's Office, the incident happened on March 1, at the Applebee's restaurant in Las Cruces. Alan Golden, 22, ate dinner at the restaurant with two women and left without paying his entire bill -- leaving a \$30 balance, police said. Golden might have got away with the alleged act, had he not picked a restaurant that was holding a "Tip-A-Cop" fundraiser. During the event, the wait staff was replaced by local police officers who served patrons their dinners in an effort to raise money for the New Mexico Special Olympics. Authorities arrested Golden and charged him with obtaining services less than \$100. He was booked into the Dona Ana County Detention Center on a \$250 surety bond. While hunger and stupidity might make for a dangerous combination, the sheriff's office was pleased to announce that the annual fundraiser event raised more than \$3,000.

Do you have any stories you would like to share about stupid criminals or 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 lespinosa@beavertonoregon.gov and we'll put them in the next InfoLink for all to share!

Joke of the Month

Dumb Robber

Police in Los Angeles had good luck with a robbery suspect who just couldn't control himself during a lineup. When detectives asked each man in the lineup to repeat the words, "Give me all your money or I'll shoot," the man shouted, "That's not what I said!"

Do you have any great jokes to share? Please send them to lespinosa@beavertonoregon.gov

HS Technology Wins PDQ Award for False Alarm Dispatch Reductions

6.26.12 - Security Sales & Integration - Nashville, TN

The Security Industry Alarm Coalition (SIAC) and the [False Alarm Reduction Association \(FARA\)](#) awarded HS Technology Group of Baltimore with the 2011 [Police Dispatch Quality \(PDQ\) Award](#) on Tuesday.

Co-sponsored by SECURITY SALES & INTEGRATION, Honeywell Security and the Installation Quality (IQ) Certification Program, each year the PDQ Award honors alarm installing and monitoring businesses for creating best practices that help prevent false alarm dispatches.

HS Technology, which operates as Homesafe Security Systems, received the award during the SSI-sponsored Industry IceBreaker Luncheon at the Electronic Security Expo (ESX) in Nashville, Tenn.



"What makes HS Technology unique is that it utilizes a third-party monitoring service," SIAC Executive Director Stan Martin says. "Working with that provider, HS Technology demonstrates a superior practice of following up with new customers and those customers with previous dispatches in order to improve education and reduce the number of unnecessary dispatches."

Three judges evaluated companies on alarm rate, training, literature, 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 must include a letter from its local law enforcement agency that confirms the alarm rate and adequacy of PDQ Award hopefuls. Submissions are scored in 15 different areas.

The company's winning application centered on its Baltimore region, where it posted a dispatch rate of 0.18 during 2011. In the past three years, HS Technology's false alarm dispatch rate never exceeded 0.19, according to Steven Heggemann, manager for the Baltimore County Government's False Alarm Reduction Section.

"In effect, this means that [HS Technology's] customers, on average, experience a false alarm less than once every five years," he wrote in a letter included in HS Technology's PDQ entry packet.

HS Technology, a finalist for SSI's 2012 Installer of the Year, received \$1,000 courtesy of Honeywell. Monitronics and Vector Security, which earned the first PDQ Award in 2006, were runners-up for the awards program. An in-depth look at HS Technology's award-winning practices will be featured in SSI's October issue.

Other previous winners include, [Broadview Security](#), [Atronic Alarms](#), [Alarm Detection Systems Inc.](#), [Brink's Home Security](#) and [Custom Alarm](#).

[More Info](#)

Protection 1 Employee Achieves Certified Alarm Manager Status

6.5.12 - Security Sales & Integration - Chicago

Protection 1 Agency Liaison Permit Analyst Brandy Watson has received recognition as a certified alarm manager (CAM). The CAM designation affirms knowledge and expertise in the management, coordination, preparation and implementation of a false alarm prevention program.



As an agency liaison permit analyst for Protection 1, Watson's responsibilities include ensuring the company is in compliance of city ordinances and jurisdiction requirements in regards to permits and monitoring procedures. Watson, who started at Protection 1 in 2004, is one of only five people from the security industry who have taken and passed the exam in order to achieve CAM certification, according to P1. The certification is given by the False Alarm Reduction Association (FARA).

[More Info](#)

Concerted Effort Needed to Stem False Fire Alarms

7.2.12 - Security Sales & Integration - Las Vegas

Increasing issues caused by a persistent high rate of false fire alarms across the nation is fueling calls for more partnerships among life-safety stakeholders and others.

As budget-strapped fire departments across the nation grapple with high false dispatch rates, a mounting effort by life-safety professionals and other stakeholders has taken root to crack the difficult and multifaceted issue of unwanted fire alarms.

According to a National Fire Protection Association (NFPA) report, U.S. fire departments responded to more than 2.1 million false alarms in 2010, compared to about 482,000 actual structure fires in the same period. The unwanted calls included false alarms reported by the public as well as automatic fire alarm systems.

The continuing plague of false alarms is adversely affecting not only fire departments and the firefighters themselves, but it can be hugely disruptive to businesses and puts lives in danger, Mary Ahrens, manager of fire analysis services at NFPA, tells *SSI*.

"We have several dangers from unwanted alarms. Foremost is complacency. A fire goes off in a commercial building and nobody moves," she says. "How much time is lost because people are just assuming it's an unwanted alarm? By the time that people are convinced it is something that needs to be taken seriously, you have the potential for real growth [and the spread of fire]."

Combatting unwanted alarms was a special focus at the NFPA's annual conference and exhibition, held June 11-14 in Las Vegas. Among the happenings, members of NFPA technical committees assembled to deliberate proposed changes to the 2013 edition of NFPA 72. Of particular emphasis were unwanted alarms in commercial buildings. Among proposed changes in the code is allowing for a verification of a fire alarm signal before a fire department responds to the scene.

According to NFPA, the change is a result of a series of discussions with fire officials on how NFPA 72 should handle the persistent burden of unwanted alarms. The NFPA recruited members of the fire service to work in the "development of a standardized solution addressing the problem of commercial building alarms where there is no working fire," according to the NFPA Web site.

During the NFPA conference, Ahrens and other NFPA subject matter experts conducted a presentation titled, "How the Requirements of NFPA 72 Help Address Unwanted Alarms." It was noted by Lee Richardson, staff liaison to NFPA 72, that success will not be achieved without a concerted partnership among many stakeholders, including architects and engineers, AHJs, manufacturers, designers and installing technicians, among others.

As just one example to help foster communication and partnership, NFPA 72 encourages AHJs and designers to engage early in the planning and design phase of a fire/life-safety system. System designers and installers have an especially unique role to play in reducing nuisance alarms, Ahrens says.

"One of the approaches we are proposing is to have plan designs and installations that emphasize and look at the potential triggers of unwanted alarms," she says. "How are you going to address them? Can you use technology that will have multicriteria [sensors]? It's really important that it is easy to track which detector activated, and ideally why. It is one of the things the fire service has really wanted."

A unified approach to combatting false fire alarms got a boost last year when the International Association of Fire Chiefs (IAFC), U.S. Fire Administration and NFPA hosted the "Fire Alarm Response and Management Summit." In a series of panels, stakeholder discussions centered on design and manufacturing, installation and maintenance practices, and other topics.

Among several summary consensus points drafted by the organizers, summit participants agreed that while existing commercial alarm systems function appropriately, "most of the challenges stem from the physical, operational or response environment in which current systems exist."

One panel in particular emphasized that alarm companies often contend with customers that too often task inexperienced building staff with maintenance and service. And while building operators are easy scapegoats to pin the blame for false alarms, "the burden is shared by many" and caused by a "breakdown in an interrelated process," according to the summary.

As one panelist opined, "Technology is strong, monitoring is good, but maintenance stinks."

2012 On Pace to Be Safest Year for Police in 60 Years

7.9.12 - PoliceOne

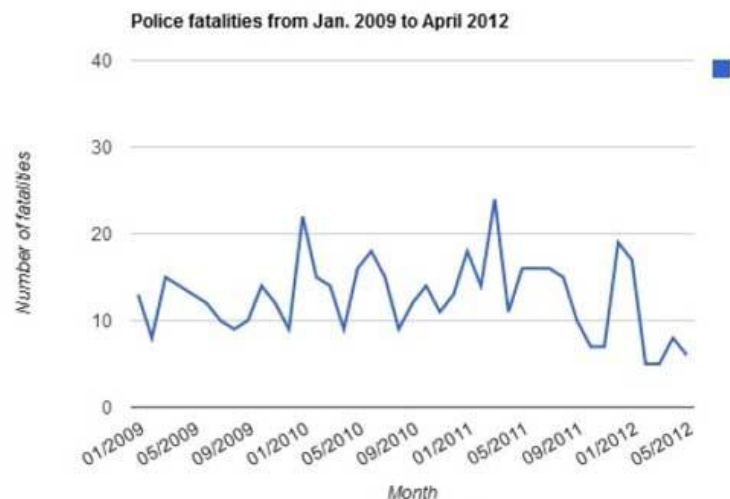
Statistics show 2012 is on pace to be the safest year for police officers in 60 years, according to preliminary figures from The National Law Enforcement Officers Memorial Fund.

According to the [data](#), which account for deaths from April 2011 to April 2012, officer fatalities this year are 44 percent lower than the previous 12-month period, with firearms- and traffic-related deaths dropping 51 percent and 36 percent, respectively.

The rate hasn't been that low since 1944, when there were fewer men and women working as police officers than today.

Florida, Georgia, Oklahoma and Texas have seen the highest number of fatalities — three each in 2012.

[More Info](#)



Study: Loss Prevention Technology Helps Reduce Theft by \$2.6B in 2011

6.21.12 - Security Sales & Integration - Boca Raton, FL

BOCA RATON, Fla. — Retailers lost \$34.5 billion in theft in 2011, a decrease of \$2.6 billion compared to the previous year, according to the [National Retail Security Survey \(NRSS\)](#).

Conducted by the University of Florida (UF) with funding from ADT Commercial Security (soon to be [Tyco Integrated Security](#)), the study tracks retail theft shoplifting, employee theft, administrative error and vendor fraud.

UF criminologist Richard Hollinger, Ph.D., who directed the survey, attributes the decline in retail theft to the enhancements and improvements in loss prevention technologies and programs.

"This year's decrease in retail theft is evidence retailers are implementing and updating loss prevention strategies in order to reduce shrinkage," he says.

As in years past, employee theft continues to have the largest effect on retail theft. Businesses lost \$15.1 billion to employee theft, which accounted for 43.9% of total losses. Shoplifting, which is the second largest area of lost profits, had a loss of \$12.3 billion or 35.7%.

It helps that more retailers are relying more on efficient inventory and traffic technologies to reduce shrinkage, according to Michael Creedon, vice president, national accounts for retail, ADT Commercial Security. Loss prevention technologies include radio frequency identification (RFID) tags, advanced video surveillance systems and analytics, and robust data collection and reporting solutions.

"Actively safe-guarding merchandise allows retailers to keep costs down and pass that cost-savings along to consumers," Creedon says. "With the right tools in place, retailers are able to identify the cause of theft, take action and stop and limit shrink."

[More Info](#)

Bank Crime Down In 2011

6.21.12 - SecurityInfoWatch.com



FBI releases bank crime statistics for the previous year. Statistics released by the Federal Bureau of Investigation on Thursday show that crimes against banks across the nation were down in 2011.

According to the FBI, there were 5,014 robberies, 60 burglaries, 12 larcenies and seven extortions of financial institutions reported to law enforcement agencies in 2011, representing a total of 5,093 violations reported for the year. This represents a decrease from 2010, which saw 5,641 reported crimes against banks.

In addition, the FBI noted that of the reported bank robberies, burglaries and larcenies reported in 2011, "loot" was taken in 89 percent of these incidents. Loot was also taken in two of the seven reported bank extortions. The total amount taken during these incidents was valued at more than \$38 million and more than \$8 million was recovered and returned to financial institutions.

Among the some other bank crime statistics for 2011 include:

- Perpetrators most often used written demand notes (2,958 incident), followed by oral demands (2,678 incidents). Use of a weapon was threatened in 2,331 incidents and 1,242 incidents involved the use of a firearm.
- Acts of violence were committed in 201 of the reported robberies, burglaries and larcenies. Seventy of these incidents included the discharge of a firearm and 116 involved assaults. Overall, these acts of violence resulted in 88 injuries, 13 deaths and 30 persons being taken hostage.
- Most reported incidents took part on Friday and the most common time for a crime, regardless of the day, was between 9 a.m. and 11 a.m.
- Most bank crimes occurred in the southern region of the U.S. with 1,576 reported incidents.

[More Info](#)

News on Door to Door Sales

Courtesy of NESAs

- **IN: Scammer targets business**
South Bend Tribune - Elkhart, IN - An Elkhart resident (whom we'll call Mr. Miller) says a sales representative recently called at his home about 6:30 p.m. stating he was with Vivint, an alarm ... [More Info](#)
- **MA: Milford Police warn of home repair scam in area**
7.3.12 - Milford Daily News - Milford, MA... from residents reporting they are receiving calls saying that the FBI statistics show an increase in crime in their neighborhood and offering an alarm system. [More Info](#)
- **NC: Durham police warn of door-to-door security sales scam**
7.4.12 - WRAL.com - Durham, NC - Police are warning residents to be aware of a possible door-to-door scam involving people claiming to be with alarm companies. [More Info](#)
- **NC: Police Get Calls About Pushy Salesmen**
6.23.12 - WFMY News 2 - Gibsonville, NC - Police have been getting calls about salesmen pressuring seniors into buying home alarm systems. Police say the salesmen are telling the seniors ... [More Info](#)
- **NH: Door-to-door sales rule challenged**
7.8.12 - Concord Monitor - Concord, NH - A security alarm company that wants to sell its products door-to-door at night in Concord is threatening legal action against the city, which prohibits solicitation ... [More Info](#)
- **NH: Keep the ban on evening solicitation**
7.13.12 - Concord Monitor - Concord, NH - ... the hours of 7 p.m. and 9 a.m. That ban is being challenged by Pinnacle Security, a Utah alarm company that has an F rating from the Better Business Bureau. [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AK: Where do Anchorage police spend their time?**
7.10.12 - Alaska Dispatch - Anchorage, AK - Alarm: This category covers everything from false alarms set off at area ... There are three choice areas in town where Alarms tend to go off more than anywhere ... [More Info](#)
- **AZ: Alarm Permits in Pinal County Top 15000 for First Time**
7.14.12 - copanews - Florence, AZ - Call it a by-product from being one of the fastest growing counties in America; the number of homes and business with alarm permits in Pinal ... [More Info](#)
- **AZ: Alarm permits in Pinal top 15000 for first time**
7.18.12 - TriValley Central - Pinal, AZ - Call it a by-product from being one of the fastest growing counties in America, the number of homes and business with alarm permits in Pinal County has grown ... [More Info](#)
- **CA: False alarms down sharply**
6.28.12 - Los Angeles Daily News - Los Angeles, CA - The number of false burglar-alarm calls to police has decreased by nearly 60 percent in the eight years that the city has been charging for them, the Police ... [More Info](#)
- **CA: Home Business Alarm Permits in the City of Concord – New Fees ...**
6.29.12 - San Francisco Chronicle - Concord, CA - Did you know? If you have a working alarm installed in your home or business and you live or work in the City of Concord, then you must get a permit from the ... [More Info](#)
- **FL: Teen breaks into Charlotte Ford dealership**
6.28.12 - Sarasota Herald-Tribune - Sarasota, FL - As deputies responded to an alarm around 2:30 a.m. today, they received a tip from a friend of the boy that he injured ... [More Info](#)
- **FL: Tourists Become Victims of Break-In at Hotel**
6.28.12 - Patch.com - Tampa, FL - The owner of the store was notified by his alarm company but told them not to notify police as he has experienced several false alarms in recent weeks. [More Info](#)
- **GA: 5 Things You Need to Know, June 22**
6.22.12 - Patch.com - Liburn, GA - Though you can still register your home and business monitored alarm systems online as of June 15, false alarms with systems not registered with the City of ... [More Info](#)
- **HI: Public safety meetings continue**
7.17.12 - Thegardenisland.com - Koloa, HI - Rapozo said a council bill would charge residents after two incidents where a residential home alarm system generates a false alarm. He said it costs money ... [More Info](#)
- **IA: Council approves street project affiliated with new Sioux City Heelan ...**
6.20.12 - Sioux City Journal - Sioux City, IA - Alarms: Gave second round approval to increasing burglar alarm fees and fines. Liquor: Fined Firehouse Bar and Fareway ... [More Info](#)
- **ID: Idaho police officer creates emergency software**
7.9.12 - The Idaho Statesman - Nampa, ID - Now if an alarm comes in, the department can use the software to get information about possible weapons in the home and other dangers to victims and first ... [More Info](#)

- **IN: Gary council takes two ordinance proposals off the table**
7.18.12 - Post-Tribune - Gary, IN - ... will regulate the installation and use of automatic and manual alarm systems; and one that will regulate "cash for gold," scrap and pawn businesses in the city. [More Info](#)
- **KY: New law aims to help police catch metal thieves**
7.10.12 - WAVE - Louisville, KY - There is a reason the YMCA Safe Place air conditioner is now hooked up to an alarm system and locked behind a fence. "Our 20 ton ... [More Info](#)
- **KY: Officers find new ways to roll**
6.23.12 - State-Journal.com - Frankfort, KY - ... they responded to a suspicious person call, which ended up being a man trespassing to haul away trash metal; and they hightailed it to a security alarm call, ... [More Info](#)
- **LA: City Notebook: Too many false alarms in Alexandria will result in ...**
7.8.12 - Alexandria Town Talk - Alexandria, LA - Alexandria has started to enforce an ordinance that's been on the books for years pertaining to alarm systems. [More Info](#)
- **NH: Amherst Fire To Charge For False Alarms, Inspections**
6.27.12 - Patch.com - Amherst, NH - Ordinance would also require residents to buy wall-mounted safe for improved emergency access. [More Info](#)
- **NM: City seeks solution for costly false alarms**
6.28.12 - Las Cruces Sun-News - Las Cruces, NM - Statistics released by Las Cruces police about residential and commercial alarm systems are, well, alarming. [More Info](#)
- **OR: Corvallis raises fee for false alarms**
7.18.12 - Corvallis Gazette Times - Corvallis, OR - The Corvallis Police Department last year responded to 467 activated security alarms in city businesses and residences. Of those, only five were alarms that ... [More Info](#)
- **SD: False alarms may spur fee**
7.16.12 - Sioux Falls Argus Leader - Sioux Falls, SD - Of the nearly 2000 alarm activations at residences and businesses last year in Sioux Falls, only 18 were valid. A proposed city ordinance amendment is aimed at ... [More Info](#)
- **TN: Memphis police say false alarms a growing problem**
6.25.12 - SecurityInfoWatch - Memphis, TN - Review suggests city stiffen fines, look at verification by alarm companies. [More Info](#)
- **TN: Shelby County Commission briefs: Challenge planned on district ...**
7.12.12 - Memphis Commercial Appeal - Memphis, TN - Mulroy said he'd like to see stricter financial penalties - currently, a person whose burglar alarm registers more than four false reports per year is charged \$25 ... [More Info](#)
- **TX: False alarms could cost more in Beaumont**
6.27.12 - Beaumont Enterprise - Beaumont, TX - Debie Ulmer, secretary of The Texas Burglary and Fire Alarm Association, said state law allows for individuals to have three false alarm calls before being fined. [More Info](#)
- **TX: Fulshear City Council Approves Ordinance to Regulate Alarms**
6.20.12 - FortBendNow - Fulshear, TX - Citing a dramatic increase in the number of false alarm calls being handled by the Fulshear Police Department, city council has approved an ordinance ... [More Info](#)
- **TX: Keller Makes Changes to Reduce False Alarms**
6.18.12 - NBC 5 Dallas-Fort Worth - Keller, TX - Keller hopes that a different fee structure and a requirement for annual alarm information update will cut down on false alarms. [More Info](#)
- **TX: New city officer to add new elements to force**
7.18.12 - Madisonville Meteor - Madisonville, TX - If we get an alarm and there is an obvious sign that someone has been in that place, we can send him in instead of an officer. If God forbid that person has a gun, ... [More Info](#)
- **WA: Cops answer most common driving law questions**
6.27.12 - Seattle Post Intelligencer - Seattle, WA - Do Seattle police still rush to respond to burglar alarms? Can I record a phone call without the other's knowledge? What is an SR-22? What is the fine for riding a ... [More Info](#)
- **WA: Police investigating robbery at Vancouver cellphone store**
6.28.12 - The Columbian - Vancouver, WA - Police responded to a robbery alarm at the Cricket store just after 3 p.m. Wednesday. A man entered the store, told the clerk he needed all the ... [More Info](#)
- **WA: Warden examining ordinance on false alarms**
7.3.12 - Columbia Basin Herald - Warden, WA - Warden officials are examining the city's ordinance on false alarms following an increase in the amount this year. [More Info](#)
- **WI: Milwaukee police don't automatically respond to home alarms**
7.9.12 - SecurityInfoWatch - Milwaukee, WI - False calls have fallen drastically since city implemented a verified response policy in 2004... [More Info](#)

Industry News

Courtesy of NESAs

- **FDNY Tests Take a New Look at Fires**
7.17.12 - OHS - Personnel from the New York City Fire Department (FDNY) joined researchers from the National Institute of Standards and Technology and Underwriters Laboratories on Governors Island, N.Y. earlier this month for six days of fire tests to learn more about the science of today's fires, which burn faster than ever before because of the contents inside today's modern dwellings. [More Info](#)
- **IESA fights against unlawful municipal fees**
7.5.12 - Security Info Watch - Several cities across the state attempting to make alarm contractors pay registration fees, surety bonds... [More Info](#)
- **Elderly woman wins multimillion-dollar verdict over Bedford complex**
7.12.12 - Fort Worth Star Telegram - Fort Worth, TX - Parkwood's website, however, says the facility is equipped with "24-hour monitored alarm systems." After the accident, Allred urged the facility to remove old alert ... [More Info](#)
- **Comcast may add automobile security to Xfinity Home platform**
7.12.12 - FierceCable - By linking vehicle security systems wirelessly to a home gateway device, Comcast may be able to use car alarms to alert neighbors or police when an alarm is ... [More Info](#)
- **Devcon Security Implements New Package Especially for Seniors**
7.13.12 - MarketWatch - "Most alarms received by monitoring centers are triggered by panic buttons," said William Pratt, Vice President of Customer Care for Devcon Security. [More Info](#)
- **Progress on false alarms brings savings in Phoenix**
6.28.12 - FRISCO, TX - Nearly 85 percent of alarm users in Phoenix did not have any false alarms in 2011, the result of a cooperative effort by the city and the Arizona Alarm Association that saved the city more than \$2.8 million, according to the Security Industry Alarm Association. [More Info](#)
- **Proposed Changes to NFPA 72/2013**
6.19.12 - SecurityInfoWatch - May's column generated some questions regarding NFPA 72, the National Fire Alarm and Signaling Code, under review. If your question isn't answered here, ... [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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10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
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<http://www.faraonline.org>

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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