



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink August, 2013

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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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Arkansas Security Alarm Association (ASAA)
Texas Burglar & Fire Alarm Association (TBFAA)

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Baltimore the Best Yet!

By Tammy Foxworthy - FARA Symposium Committee Co-Chair

I have had the privilege of attending six symposiums, some on FARA Institute Funds. What do I get out of going to the annual FARA symposium? Every year, I learn valuable information that I can take back and apply (or try to) to my own program. Through the networking aspect of the symposium, I have made invaluable contacts, as well as friends, in public safety and the industry. The industry contacts helped me create better working relationships with them. Attending symposiums are very important. Where else can you get alarm training & industry updates?

These are some of the benefits of attending symposiums:

- assistance with travel funds through the FARA Institute
- build partnerships with other public safety agencies
- build working relationships with the alarm industry
- learn about what is going on in the industry
- find solutions to alarm issues in your agency
- make contacts & friends
- fulfillment in giving back to FARA through service such as joining a committee or serving on the Board of Directors

The Symposium Committee is working diligently to make Baltimore the best yet.

What are you waiting for? Make plans today to join us in Baltimore, Maryland for the 18th annual FARA symposium.

Hotel and Date Set for 2014 Symposium

By: Brad Shipp

The FARA Board has approved the recommendation of the Symposium Committee to hold the 2014 Symposium at the Embassy Suites BWI hotel from April 28 to May 1, 2014.



The rate of \$129 per night plus tax includes:

- free cooked-to-order breakfast with specialty omelets
- complimentary evening reception
- two-room suites with wet bars, refrigerators, microwaves and WiFi access
- free airport shuttle
- free shuttle to nearby restaurants and light rail station for access to downtown Baltimore

[Visit the hotel site for more information](#)

New and Improved Documents for You!

By Stacey Peacock, Communications Committee Chair

The Communications Committee has been hard at work revising and creating documents for you! We completely revised the 'Model Alarm Ordinance' bringing it up to date and making it more concise in its delivery. We have maintained the integrity of the original Alarm Ordinance while at the same time adding much value to it. This was a huge project to undertake but with perseverance and attention to detail, we triumphed. Check it out, we hope you like it!

We then created the new 'FARA Standard for Smoke Emitting Devices'. Previously we had a position paper outlining FARA's position on smoke emitting devices. The standard, which is based on the content of the position paper, delivers the knowledge in a more direct way. The content includes what Smoke Emitting devices should and shouldn't do and gives specific guidelines to the Alarm Companies that install such devices. We hope this will give people guidance in the installation and administration of these controversial devices.

Last but definitely not least, we created a brand new document titled 'FARA Guide to Alarm Ordinances' which is an in depth look at the components of an alarm ordinance. The document explains what needs to be considered when putting an ordinance in place. This guide can be used to walk you through the process of writing an Alarm Ordinance or to review aspects you want to consider when revising an existing ordinance. We're very excited about this document and we think it's been a long time coming.

All three documents can be viewed on the FARA Web Site <http://faraonline.org/members-2/memberpublications/> Please take a few minutes to read the documents, they might provide you with just the information you have been looking for.

Please note the Communications Committee is always looking for ideas for new documents and press releases. Please forward any ideas to me at peacocks@barnstablepolice.com. Please keep in mind that any false alarm reduction problem you may be having may be a good idea for a new document.

News from the Membership Committee

Debbie Hansen, Membership Committee

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>

FARA's Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **Pot dealer calls 911 when buyers try to rob him**
8.2.13 - Berkshire Eagle - Late Wednesday, just before midnight, Dracut police officers responding to alarm-activation calls from Broadway Convenience, CVS pharmacy, and In Style ... [More Info](#)
- **Burglars Return Stolen Goods With Apology Note After Robbing ...**
8.7.13 - CBS Local - "The alarm company told me there was lots of motion going on in this room and throughout the three suites," Stallings said. The police were called, but by the ... [More Info](#)
- **Florida Couple Breaks Into School for Sex, Then Bashed Vending ...**
8.1.13 – Miami New Times – According to WFTV, the pair set off a triggered alarm during their impromptu ... Wouldn't they realize schools are alarmed and responding to those alarms are ... [More Info](#)
- **Police: Would-be burglar locked himself inside M'ville store**
8.1.13 – nwitimes.com – At 12:23 a.m. Thursday, an active alarm was reported at the Speedway gas station. Merrillville police Detective Cmdr. Jeff Rice said a ... [More Info](#)

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 news@faraonline.org and we'll put them in the next InfoLink for all to share!

Silicon Valley Alarm Association Learns about FARA

By: Mary Jensby

Kerri McDonald, President of FARA was sponsored by the Control Center a division of RFI, San Jose California to speak at the Silicon Valley Alarm Association's 2nd quarter meeting July 17, 2013. Kerri spoke on "Building Relationships Between Law Enforcement and Alarm Companies" and the many benefits that FARA has to offer. Kerri's message was delivered to police agencies, alarm company representatives and manufacturers that were in attendance.



At right: Kerri is pictured with President of the SVAA Mark Simpson and Former Call Center Director from the Control Center Mary Jensby.

Video Verification Can Reduce Calls for Police Dispatch

Joe Carr, United Central Control

Different methods for verifying burglar alarms have been tried in the past with mixed results.

Some monitoring companies use microphones and speakers placed inside the premise and listen in during a break-in or alarm signal from an alarm system.

New and better video cameras coupled with better software are now being deployed to send the monitoring station and the alarm system owner live video during an alarm event. The video is typically sent over the internet allowing it to be implemented anywhere there is internet service and sent to any device that can connect to the internet.

In the late 90's, several central stations started recognizing the value of video verification. Central stations started gearing up to receive, interact with, and dispatch video information as well as alarm signals. Results are dramatic in terms of deterring, apprehending and convicting perpetrators of a variety of crimes.

Here is a brief description of how it works.

- 1) A protected zone is violated and the alarm goes off.
 - 2) The alarm signal arrives at the central station along with the associated video.
 - 3) The operator looks at pre-alarm, alarm, and post alarm video.
 - 4) The operator then makes a decision on whether to dispatch or not, according to customer's instruction.
- Since most of the video is coming from a digital video recorder (DVR), the signals are buffered so that the operator can actually see what happened a few seconds before the alarm went off as well as the current video.

The ASAP to PSAP program is currently working to add the ability to send video directly to the responding police unit via the in car computer.

Requests for dispatch are reduced because now the monitoring company can see if it is a crime or stray animals, blowing objects or other non-events. Human intervention not only reduces false dispatches, but can assist police with vital information.

“ASAP” has been deployed in the Control Center, San Jose, California

By: Mary Jensby

The Control Center, RFI's 24-hour 5-Diamond UL Monitoring Center, is the First California Monitoring Center to implement the "Automated Secure Alarm Protocol (ASAP)." Director, Mary Jensby and Support Tech Manager, Mark Simpson finished the testing process with Richmond Virginia and received their official deployment paperwork in June, 2013. Currently, Simpson and Jensby are finishing their final phase of testing with Tempe Arizona and will be able to communicate with them using the CAD (Computer Aid Dispatch) process by the end of the month.

“ASAP” is the next generation for the processing of information from alarm monitoring stations needing emergency dispatch. This protocol was founded through the joint partnership of APCO (The Association of Public-Safety Communications Officials) <http://www.apcointl.org/>, CSAA (Central Station Alarm Association) <http://www.csaaul.org/>, and NLEts (Interstate Justice and Public Safety Network System) <https://www.nlets.org/>.

What is ASAP (Automated Secure Alarm Protocol)?

An automated IP-based communication process between Central Stations and PSAPS. PSAP (Public Safety Answering Point) is the call center responsible for processing requests for emergency responding agencies (police, fire, ambulance, and other). The Central Station Automation Providers and PSAP CAD (Computer Aided Dispatch) Providers utilize an XML protocol written for the APCO/CSAA 2.101.1-2008 ANSI Standard to communicate with each other without the use of telephone calls.

How does ASAP work?

The protocol reduces the two-to-three minute relay currently in place by allowing a computer at the dispatch center to process data.

What are the benefits?

ASAP is a public-private partnership designed to eliminate telephone calls from alarm companies, eliminate miscommunications by alarm company operators and 9-1-1 PSAP call-takers, and reduce 9-1-1 processing time by two-to-three minutes or more. The reduction in 9-1-1 processing time has the potential for an equivalent reduction in response times by public safety first responders, resulting in a likelihood of increased law enforcement apprehensions made, fires extinguished more quickly and lives saved.

Which locations participate in PSAPS?

Richmond VA, Houston TX, James County VA, Tempe AZ, and Washington DC.

Which Central Stations are currently using ASAP?

Vector Security, United Central Control, Rapid Response, Affiliated, Safeguard and now RFI's Control Center.

News on Door to Door Sales

Courtesy of NESAs

- **OK: Pushy Door-To-Door Salesmen Alarm Metro Residents**
7.19.13 - news9.com KWTV - A Mustang mother, who did not want to reveal her identity, was home alone Wednesday morning when she says three men showed up on her doorstep. [More Info](#)
- **NC: BBB logs big rise in consumer complaints**
7.23.13 – Charlotte Observer – Complainants from 10 states and Canada allege that Senior Safe Alert is using robo-calls to persuade older adults to buy a personal alarm in case they are ... [More Info](#)
- **NY: BBB warns of door-to-door scammers**
7.24.13 – WIVB – Home Alarm Scam: Scammers targeting seniors, poor neighborhoods or homes that already have home security systems. They may claim their system is ... [More Info](#)
- **SD: Door-To-Door Alarm System Sales**
7.30.13 – Keloland TV – Sioux Falls saw a big jump in the number of peddlers' licenses being issued to door-to-door sales for alarm systems this month. It was about this time last year ... [More Info](#)
- **MS: Fire Marshal warns of unauthorized alarm system salesmen**
7.19.13 - Jackson Clarion Ledger - Commissioner of Insurance and State Fire Marshal Mike Chaney is cautioning citizens to be aware of reports of unauthorized alarm system salesmen in the area ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **What You Need to Know About Business Licenses and Permits**
8.8.13 - Small Business Trends – Your business will probably need to get an alarm permit if you install a burglar or fire alarm. Most importantly, once you've obtained all the proper licenses and ... [More Info](#)
- **AZ: Surprise council hears of proposed False Alarm Ordinance**
8.8.13 - newszap.com - Surprise, Ariz. – As many as 4,000 false alarm calls per year is causing Surprise Police to recommend that fees be assessed to individuals and businesses ... [More Info](#)
- **CA: Oakland man hit with hefty fine for false alarm**
7.24.13 - abc7news.com - Oakland, Calif. (KGO) – There are 30,000 homes and businesses in Oakland protected by burglar alarms, but you'll pay a hefty fine if yours goes off by ... [More Info](#)
- **CA: Signal Hill Police Dept. seeking public's help in reducing false ...**
7.27.13 - Signal Tribune - False alarms typically result from faulty or defective systems, improperly trained ... Both residential and commercial businesses that have security alarm systems ... [More Info](#)
- **CA: Whittier City Council seeks to limit false burglar alarms**
8.2.13 - Los Angeles Wave Newspapers - Whittier - The City Council Aug. 13 is expected to give final approval to tougher laws on false burglar alarms and improper use of city benches or public ... [More Info](#)
- **GA: Atlanta modifying security alarm ordinance**
7.30.13 - MyFox Atlanta - The city of Atlanta is making some changes to its security alarm ordinance. They're lowering the fines, but requiring everyone to register their system with a ... [More Info](#)
- **GA: City delays start of alarm enforcement until Sept. 1**
7.15.13 - Reporter Newspapers - City officials announced they will not begin enforcing Dunwoody's new false-alarm ordinance until Sept. 1. The ordinance officially took effect July 1... [More Info](#)
- **GA: Johns Creek alarm systems must be registered by Sept. 1**
8.7.13 - NorthFulton.com - Johns Creek, Ga. – Johns Creek residents and businesses in Johns Creek who use a monitored alarm system need to register their systems by Sept. [More Info](#)
- **GA: Sandy Springs hosting open house on alarm registration**
8.9.13 – Reporter Newspapers – Sandy Springs residents with questions about new alarm registration requirements should make plans to attend an open house on Aug. 13. City officials are ... [More Info](#)
- **GA: Sandy Springs, Dunwoody begin alarm registrations**
8.1.13 – Reporter Newspapers – The new registration is part of a system being implemented by both cities to reduce the number of false alarm calls. The registration deadline is Oct. 1, according ... [More Info](#)
- **IA: Coralville False Alarm Calls**
8.6.13 – KGAN TV – Coralville, IA (CBS 2/FOX 28) — “We do take each alarm call very seriously...we do treat each one as if they are the real deal,” says Officer Ben Hayden with ... [More Info](#)
- **IA: False alarms a nuisance, but mean cash for police**
8.5.13 – DesMoinesRegister.com – The burglar alarm system at Sam's Riverside Inc. auto and truck salvage has effectively kept would-be thieves at bay. But the alarm has also alerted police when ... [More Info](#)
- **IA: False Alarms: Fines For Regular Burglar Callouts**
8.6.13 – whotv.com – But the real solution came when they subscribed to a security system... until they were fined for a false alarm. “Well it's discouraging,” Frank says. Discouraging... [More Info](#)
- **IL: Decision in Illinois fire alarm monitoring case 'significant' for industry**
8.7.13 – Security System News – Arlington Heights, Ill.—A federal appeals court has upheld a previous court ruling favoring ADT and other alarm companies in a case involving public entities monopolizing fire alarm monitoring. How will the decision help area security companies? [More Info](#)
- **IL: State fire marshal drops push for sprinklers in older high-rises**
8.2.13 – Chicago Tribune – Critics have dismissed sprinklers as being too costly and unnecessary for buildings that have safety features like fire alarms, sophisticated elevators that return to ... [More Info](#)
- **IL: Village Proposes Free Spitting, More Expensive Parking Tickets**
8.3.13 – Patch.com – “The false alarm fee is intended to incentivize property owners to test, maintain, and fix their alarm systems so that emergency responders are not spending their ... [More Info](#)
- **MA: Have You Registered Your House Alarm with Barnstable PD?**
8.1.13 – Patch.com – Basic information like address, alarm company and emergency contacts are needed. Police also ask for townspeople to provide specific instructions on locating ... [More Info](#)
- **MA: Have You Registered Your House Alarm with Falmouth PD?**
8.5.13 – Patch.com – Basic information like address, alarm company and emergency contacts are needed. Police also ask for townspeople to provide specific instructions on locating ... [More Info](#)

- **MD: Maryland County Mandates Security Cameras at Convenience Stores**
7.31.13 – The Prince George’s County Council has approved a bill that requires convenience stores and gasoline stations to have drop boxes and security cameras. [More Info](#)
- **MI: Detroit dispatch system back online following outage**
7.9.13 - Security Info Watch - Police chief promises accountability [More info](#)
- **MO: Donating police station building to OAKS discussed at Kennett Council**
8.8.13 – Daily Dunklin Democrat – Referred to the Police Committee was an alarm ordinance that was brought to the meeting. Chief Paine informed council members that in 2012 officers ... [More Info](#)
- **MO: KPD officers promoted during Kennett City Council meeting**
7.17.13 - Daily Dunklin Democrat - If the alarm is defective, that would be in violation of the ordinance. It will be further discussed at the next meeting. Absent from the meeting were Councilperson ... [More Info](#)
- **MO: Missouri city part of new trend of outsourcing false alarm services**
7.23.13 – Security Systems News – Springfield, MO – With false alarms becoming a growing administrative nuisance, the police department in this city decided to do something that is now a burgeoning trend: Outsource its false alarm billing and tracking services to an IT company. Learn the details. [More Info](#)
- **NC: Cornelius police fight crime, false alarms**
7.18.13 - Huntersville Herald - Cornelius Police may have responded to fewer property and violent crimes compared to last year, but the department has been busy with false alarms, storm ... [More Info](#)
- **NM: False alarms no longer free**
8.9.13 – Las Cruces Bulletin-A new city ordinance aimed at reducing the number of false alarms police and firefighters respond to is no big deal to court reporter and business owner Jenifer ... [More Info](#)
- **NM: Questions surge into Las Cruces alarm companies about new alarm ...**
8.3.13 – Las Cruces Sun-News – Her forecast was based on experience. Employees at alarm companies all over the city received Thursday numerous customer inquiries about registering their ... [More Info](#)
- **OH: Conneaut law takes aim at too many false alarms**
7.30.13 – The Star Beacon – Conneaut – Alarms that send Conneaut police and firefighters on wild goose chases could have financial consequences if a new law before City Council is ... [More Info](#)
- **OH: Five new cities join Kenton dispatch center**
8.1.13 – Cincinnati.com – Business owners and residents with alarms who live in Crestview Hills, Edgewood, Fort Mitchell, Lakeside Park and Villa Hills should contact their alarm ... [More Info](#)
- **PA: \$300 Fine for 4 False Security Calls to Police**
7.24.13 – Patch.com – You could be fined if your home security system causes four false alarms in a year, police say. ... If you give the wrong one, the alarm company will notify police. [More Info](#)
- **PA: University to pay false alarm fees**
7.27.13 – Scranton Times-Tribune – The council said the school should not get a permit to start demolishing Leahy Hall until \$17,000 in false-alarm fees are paid. The fees are imposed when the ...[More Info](#)
- **SC: Fines racking up for false alarms in Horry County**
7.15.13 - WBTW - Myrtle Beach and Florence SC - False alarms in Horry County are a costly safety issue. Myrtle Beach Fire Chief Alvin Payne told News13 earlier this year, that every time a call comes it costs ... [More Info](#)
- **TX: Beginning Oct. 1, monitored alarm permits required for residences ...**
8.2.13 – The Crowley Star – Beginning Oct. 1, residents of Crowley who have monitored alarm systems will be required to purchase a yearly permit and possibly face fines for false alarms ... [More Info](#)
- **TX: Police Chief Proposes Changes to Offset Budget, Staffing Constraints**
7.25.13 – KIII TV3 – Most of the calls that would be affected are minor, like barking dogs or kids not wanting to go to school; but the changes could affect certain alarm calls, and even ... [More Info](#)

Industry News

Courtesy of NESAs

- **Special Report: Government Security - Sharing Video with Police**
6.21.13 - Security Info Watch - Law enforcement across the country is devising formal programs to ask businesses, public entities and residents to share surveillance footage [More Info](#)
- **Residential sector gaining steam in the intrusion alarm market**
7.17.13 - SecurityInfoWatch - A report recently released by IMS Research, part of IHS, suggests that there may be increased integration in the intrusion alarm industry as more companies ... [More Info](#)
- **CA: Burglars, Beware: The eyes of homeowners may be upon you!**
7.17.13 - Lamorindaweekly - Cameras, along with burglar alarms, he said, "may serve as a strong ... "They cost," he said, "but they come with audio that the alarm company can see and hear. [More Info](#)

- **MN: Photoelectric Smoke Alarms Should Be Installed In Every Home**
7.18.13 - Minneapolis Star Tribune - Photoelectric smoke alarms are the only smoke alarms you need. Forget dual- sensor smoke alarms, and forget ionization alarms. A recent article in the ASHI ... [More Info](#)
- **Professor looks into a burglar's mind**
7.19.13 - WKYT - And those alarm systems sold with the assurance that they'll deter criminals from coming in? "Alarms seem to be a huge deterrent for them and we asked them ... [More Info](#)
- **Report: School Security Systems Integration Market to Reach \$4.9B by 2017**
7.17.13 - Security Sales & Integration - El Segundo, Calif. — Recent tragedies at educational institutions, such as the Sandy Hook Elementary School shooting, will drive the market for school security system integration in the United States to increase by more than 80% from 2012 to 2017, according to research analyst IHS. [More Info](#)
- **Multimillion-dollar verdict against Monitronics upheld**
7.24.13 – Security Systems News – Atlanta, GA -An appeals court in Georgia has upheld a trial court's \$8.6 million verdict against Monitronics, affirming the lower court's decision that a customer raped in a home invasion suffered harm as a result of the company's negligence. Learn why the case potentially carries implications for the industry as a whole. [More Info](#)
- **ADT to acquire Devcon Security**
7.31.13 – Boca Raton, FL – ADT announced this morning that it plans to acquire Devcon Security from Golden Gate Capital. The deal brings 117,000 accounts and \$3.6 million of RMR. Find out the purchase price and read details of Security Systems News' interview with ADT's Don Boerema. [More Info](#)
- **Clark Howard: It's best to find a burglar alarm without a contract**
8.2.13 – Atlanta Journal Constitution – Are you paying big bucks for a burglar alarm? New self-install kits are available that don't require a landline and only cost \$15 each month for monitoring. [More Info](#)
- **'Smart Home' Security Devices Vulnerable to Hackers**
8.4.13 – fox8.com – It's possible to remotely turn lights on and off, control thermostats, and activate alarm systems. There's even an oven than can be controlled with an app. [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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<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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