



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink August 2016 Edition

- **General News**
 - Cities, states plod toward 'next generation 911'
 - Tips on How Burglars Select Targets
 - CSAA looks for experts to form new tech standards
 - FARA's Believe it or Not
 - News on Door to Door Sales
 - Public Safety Updates
 - Industry News
- FARA Mission Statement
- Contact Us

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Cities, States Plod Toward 'Next Generation 911'

7.29.16 – Stateline

“My guess is that people aren’t thinking about this and are not budgeting for it,” she said. “Those devices are not particularly cheap.”

Four states — Indiana, Iowa, Maine and Vermont — already have moved to Next Generation 911, according to NENA. Another seven — Connecticut, Hawaii, Massachusetts, North Dakota, South Dakota, Tennessee and Virginia — are doing so.

In at least five additional states — Florida, Illinois, Michigan, Ohio and Texas — city, county and local governments either have upgraded their systems or are in the process of doing so.

But in at least six states — Georgia, Missouri, Nevada, New Mexico, Oklahoma and West Virginia — it is unclear if any preparations for the switch have been made at the state or local level.

Bailey points out that 911 won’t disappear in places that are slow to adapt. But, she said, they are delaying the inevitable. Cities and states that wait to implement the new technology might ultimately spend more money as they patch together old and new systems.

This year, nine states enacted bills relating to the shift to Next Generation 911, according to the National Conference of State Legislatures. Many of the new laws had to do with funding and overseeing the new systems. Illinois lawmakers, for example, voted to create a single, statewide 911 system; Virginia laid the groundwork for building a state IP network to support emergency calls.

Rare Telephone Calls

Next Generation 911 systems are necessary because there are significant gaps between the data that can be sent via cellphone over new networks and the information most emergency call centers are capable of receiving, said Trey Forgety, government affairs director for NENA. Because new types of communication, like Skype and FaceTime, are internet-based, smartphone users expect to be able to use that type of technology in all their communication, he said.

“How often do you actually make a telephone call? It’s very rare,” Forgety said.

Finding callers who aren’t using landlines, which are registered to a physical address, has been a problem since cellphones became popular in the 1990s. Calls to 911 from cellphones are not routed based on the exact location of the caller, but on the location of the tower transmitting that call. This can lead to emergency calls getting answered by faraway call centers and make it hard for responders to locate the caller.

In some cases, dispatchers “had no idea where the call was coming from,” Bailey said. “And people died.”

The problem persists even though phones have progressed to include more sophisticated mapping technology. In 2014, a newspaper delivery woman drove into a pond in suburban Atlanta. She called 911 but her call was routed to the wrong center. The dispatcher failed to locate her in time.

Next Generation 911 will be able to use technology like Wi-Fi, Bluetooth signals and geographic information systems to find mobile callers, Forgety said.

For instance, office buildings could install Bluetooth beacons in exit signs, he said. When a cellphone pings that beacon during a 911 call, dispatchers can tell emergency responders which floor the call is coming from.

“If there’s something in the handset that can help us find a 911 caller, we ought to be using those,” Forgety said. “It’s silly that Uber or Google can find me and 911 can’t.”

Moving to the new 911 systems is a huge shift for lawmakers, and for administrators who have been running 911 systems on copper lines for nearly half a century. For many states, the challenge lies in deciding whether it’s worth investing in an entirely new IP network or paying to maintain old systems.

Some states have decided that even though phone carriers haven’t completely shifted to the high-tech networks, they’re going to build the new 911 networks anyway.

“There are some places that have made the decision that our stuff is old, we need to replace it,” Forgety said. “We’re not just going to buy another old school system. We’re not just going to Band-Aid what’s there.”

Backup in Indiana

In Indiana, two telecom companies — AT&T and INdigital — are in the final stages of building two IP networks that will be able to take digital 911 calls from anywhere in the state.

The first of its kind deployment will allow local governments to save money as they patch into the state IP network, said Barry Ritter, director of Indiana’s 911 board. Having two networks will also make the system more reliable because one will be able to pick up calls for the other if it fails.

“If for some reason AT&T’s core were to suffer a catastrophic outage, INdigital will be able to receive and route any 911 call” in the state, Ritter said.

Digital IP systems in general will be more reliable because the network will continue to look for a way to put a call through, whereas cutting a hard wire in an analog phone system could render an entire 911 system useless, Forgety said.

But states that give local governments control of 911 systems will have less control over the Next Generation 911 transition and will likely spend more time and money converting their systems, Bailey said. Many of those will build IP networks, but it will be up to local governments to hook into them.

“All of a sudden,” Bailey said, “we could find little islands of 911 as analog, legacy technology, while everything around them is IP. [More Info](#)

Tips on How Burglars Select Targets

- **Berry: Thirteen secrets your burglar won’t tell you**
7.31.16 - Your Houston News - If decorative glass is part of your front entrance, don’t let your alarm company install the control pad where I can see if it’s set. That makes it too easy. ... [More Info](#)
- **FYI: Burglars Don’t Care If You Have an Alarm System**
8.23.16 - HouseBeautiful.com - Peace of mind just got a lot harder to find. It turns out alarm systems, surveillance cameras and even dogs don’t keep burglars away. Most criminals know ... [More Info](#)
- **I-Team: Convicted Burglars Reveal How They Case Their Targets**
8.23.16 - NBC New York - Forty-six percent were trying to determine if the home had an alarm system, and 44 ... A stunning 59 percent of the responding burglars told the I-Team an alarm ... [More Info](#)

CSAA looks for experts to form new tech standards

8.3.16 - SSI - Vienna, VA

VIENNA, Va.—CSAA is looking for subject matter experts on a variety of up and coming technologies to join its new Emerging Technologies Committee—a division of its Standards Committee—to help form new standards.

“We have all this new stuff that’s coming into the central station world, and much of it the police, emergency responders, and fire departments really don’t know anything about yet,” Morgan Hertel, chair of the Emerging Technologies Committee and Rapid Response Monitoring’s VP of technology and innovation, told Security Systems News.

The committee is looking for individuals knowledgeable about GPS/mobile services including mPERS, active shooter systems, video technology, telehealth, home automation and mass notification systems. CSAA is seeking experts from PSAPs, fire and medical services, and law enforcement, as well as those in the monitoring industry.

“You can’t have a committee made up of only one of the stakeholders, you have to bring in all the stakeholders. If you don’t it’s not much of a consensus project,” Hertel said. “The overall goal is to get everybody—all the stakeholders—involved in this thing, and really walk through and talk about all the different things that are occurring in the space and write reasonable standards to accommodate the new technologies,” he said.

The committee’s first standard will likely be an update of an existing standard that addresses mobile devices, such as mPERS. “I think you’ll probably see that come out before the end of the year,” Hertel said.

The committee's standards will apply to manufacturers. "At some point in time, we'll also write some equipment standards that would require various pieces of gear to meet minimum performance requirements, much the same way that fire alarms and burglar alarms ... do today," he said.

Hertel said that subcommittees will be formed to address each technology that CSAA is taking a look at. In all, 30 to 40 subject matter experts will join the project.

The Emerging Technologies Committee was formed at CSAA's long range planning meeting in January, but planning has been underway since August 2015.

Hertel's role as the chair of the new subcommittee has some parallels to his new position at Rapid Response, which he moved to in May. "My job is to be immersed in technology and everything that's about it, so this just falls right in line with everything else I'm doing," he said.

Hertel chairs two other CSAA standards committees: video verification procedures and CO detectors. [More Info](#)

PPVAR seeks volunteers

8.17.16 - Security Systems News

For the first time, PPVAR is looking to offer online operator training. Yesterday, the partnership put out the call for volunteers that would like to help write modules for this training.

The call was a "great success," with 47 total registrants, individuals had registered for it, PPVAR's immediate past president Steve Walker told SSN in an email interview.

Part of the call covered PPVAR's mission and approach, as well as its overall objective with the training. "The process of finding volunteers for any worthwhile initiative is difficult because qualified people have so many demands on their time," Walker said. "Therefore, we want our volunteers to understand the value of what we are trying to accomplish while also explaining how the process will ensure that we use their time respectfully, efficiently and effectively."

PPVAR has hired a professional training firm to do most of the "leg work," he said. "[O]ur volunteers will provide the creative oversight needed for ensuring a great final product that is creative, accurate, meaningful, and effective."

"The ideal volunteers are people with experience in using verification technologies (audio and video) in monitoring centers today – people that can draw on their own experiences to know what works and doesn't work in the real world. Owners, central station personnel (leaders and trainers) were all represented in the call,"

"Our end goal is to develop seven different on-line training modules that will be useful for central station employees and PSAP employees, alike," Walker said.

There are seven tracks that PPVAR is focusing on. According to PPVAR, the goal is to have the first module done in the next 30 to 60 days.

"Crime in Progress Verification Monitoring – Introduction," which focuses on audio and video verification as compared to other methods of reducing false alarms.

"Design of a Video Verified System," which covers information on how verified systems are installed, as well as software platforms specifically for video verification.

The "PSAP Communications" module covers communication between operators and PSAPs regarding verification. "Video Threat Levels and Flowchart" focuses on how operators should execute decision making within the Threat Level Flow Chart, as described in the Video Alarm Verification Best Practices.

The "Design of an Audio Verified System" track will cover the installation of an audio verified system, as well as software platforms specifically for audio verification.

"Audio Threat Levels and Flowchart" looks at how operators should execute decision making within the Threat Level Flow Chart, as described in the Video Alarm Verification Best Practices.

The final module, "Verification and Insurance Impacts," is designed to make insurance agents able to better advise clients on options available in mitigating costs related to crime. [More Info](#)

FARA's Believe it or Not

By: Brad Shipp

- **FL: 'Armed' Robber Using Finger As Weapon Doesn't Fool Gas Station ...**
8.28.16 - Coral Springs Talk - The call came into dispatch around 10:48 p.m. from a silent alarm at the Speedway gas station after a thin white male in his 20's with a light ... [More Info](#)
- **FL: Central blotter: Women's shoplifting plans go amiss, \$3000 in ...**
8.2.16 - Palm Beach Post - Someone stole six burglar alarm touch pads valued at \$200 each, two alarm panels worth \$100 each, and at least two smoke detectors worth \$72 each from an ... [More Info](#)
- **GA: Burglar hits home three times taking cupcakes, popsicles and ...**
8.10.16 - WJBF-TV - Augusta, Ga. - An Augusta couple suffering from multiple home break-ins at their home is sounding the alarm on what they are now calling an unsafe ... [More Info](#)
- **KY: Kentucky man breaks into liquor store twice in one morning**
8.5.16 - Local 8 Now - Within four hours the owner said the alarm company called him about another possible break in. When he arrived to his store he said he found McKinney sitting ... [More Info](#)
- **NC: Report: Old Fort pair steals alarm system**
8.8.16 - McDowell News - Detective Paul Alkire of the McDowell County Sheriff's Office charged 67-year-old Calvin Dwight Basham, ... [More Info](#)
- **TX: Baby abandoned in hotel room after parents smoke marijuana**
8.14.16 - KWTX - Swanton said they believe that smoke from the marijuana set off the fire alarm inside the hotel room. A housekeeper responding to the fire alarm found the baby ... [More Info](#)

Do you have any stories you would like to share about strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to bradshipp@4yoursolution.com and we'll put them in the next InfoLink for all to share!

News on Door to Door Sales

Courtesy of NESAs

- **Warning: Salespeople targeting Houstonians with alarm systems**
7.25.16 - KHOU.com - The next time you hear a knock at the door, it could be someone trying to sell an alarm system. But as the KHOU 11 Investigates team found out, not everyone is... [More Info](#)
- **Warning: ADT and Better Business Bureau taking complaints about ...**
7.28.16 - kplr11.com - ST. Louis – You've seen the blue ADT signs staked in yards as a deterrent, a kind of warning that a home is armed with a security alarm. But they can ... [More Info](#)
- **83 year-old caves to door-to-door salesman's pitch**
8.4.16 - kfor.com - City - Lately our In Your Corner hotline's been ringing off the hook about salesmen going door-to-door trying to convince homeowner's to switch their alarm ... [More Info](#)
- **Sheriff warns of scammers**
8.5.16 - Camp Verde Journal - According to D'Evelyn, these type of door-to-door sales people "work for companies that are authorized third-party dealers for satellite and alarm providers. [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AB: Fort Saskatchewan RCMP battle home security false alarms, fines ...**
8.27.16 - Edmonton Journal - Home security false alarms in Fort Saskatchewan could cost owners hundreds of dollars in fines. Fort Saskatchewan RCMP since Jan. 1 have been slammed ... [More Info](#)
- **AB: Time for the town and county to enact false alarm bylaws**
7.25.16 - Barrhead Leader - That is why Woodlands County councillors decided to enact a false-alarm bylaw and perhaps it is time that both the town and county in Barrhead follow suit. [More Info](#)
- **AZ: YPD receiving too many false alarm calls**
8.18.16 - KYMA - A rise in false alarm calls in Yuma has led to the city and police department implementing a new rule that could make alarm owners pay if their alarm goes off. [More Info](#)

- **CA: False alarm price: \$117K**
8.20.16 - Manteca Bulletin - Back in 2008, Manteca Police responded to 3,527 residential burglary alarms. Mechanical failure or owner error accounted for 98.7 percent of those calls and ... [More Info](#)
- **CA: George Hinds: Sheriff's alarm-response policy leaves public at risk**
8.9.16 - Merced Sun-Star - Re "County alarm policies different than new Merced ones" (Page 3A, Aug. 8): In the Sun-Star article on the county alarm policy, Sheriff Vern Warnke attempts to ... [More Info](#)
- **FL: After break-in, gun shop owner seeks alarm law change**
8.26.16 - Orlando Sentinel - He claims the lag resulted because the alarm company needed to verify the alarm hadn't been accidentally tripped before they could call law enforcement. [More Info](#)
- **FL: False alarm fines likely coming to Pasco County**
8.2.16 - ABC Action News - During the past year, the Sheriff's Office says 80 percent of the alarm calls they've responded to are false alarms. That's why Sheriff Chris Nocco has proposed ... [More Info](#)
- **GA: Police in Atlanta Suburb Asking Residents, Businesses for Access to Surveillance Videos**
Chief Gary Yandura says "Operation Plugged In" would reduce crime without costing the city a penny. [More Info](#)
- **IN: False alarms lead to charges**
8.16.16 - Indiana Gazette - Section 7511 of Title 18 in the Pennsylvania consolidated statutes states any person who owns, uses or possesses an automatic dialing alarm device may not ... [More Info](#)
- **MD: Maryland Fire Marshal Issues Advisory On Smoke & Carbon ...**
8.1.16 - WCBC Radio - State Fire Marshal Brian S. Geraci reminds everyone of the concerns when purchasing life safety devices, for instance, smoke alarms and carbon monoxide ... [More Info](#)
- **MN: Crow Wing County introduces online alarm registration**
8.3.16 - Brainerd Dispatch - The Crow Wing County Sheriff's Office is in the process of launching a new online system for area residents and business owners to register security alarms. [More Info](#)
- **MO: City charges fees, fines for alarm system calls**
8.1.16 - News-Press Now - St. Joseph residents with home security alarm systems must pay an annual fee as part of a permit requirement. If officers respond to more than six false alarm ... [More Info](#)
- **NC: Excessive false alarms will mean fines**
8.17.16 - McDowell News - At this week's meeting of the Old Fort Board of Aldermen, Mayor Rick Hensley reviewed the city of Marion's ordinance for false alarms, one he thought Old Fort .. [More Info](#)
- **NY: Ramapo Police Charge Business Manager With Violating Town ...**
7.29.16 - Ramapo Daily Voice - Ramapo police responded more than 15 separate times to the business for false alarm activations. ... [More Info](#)
- **NY: Security Camera Registration Program Gives Rochester Police Quick Access to Video Evidence**
8.25.16 - SSI - When a crime happens, police can input the address into the system to retrieve registered cameras in that area. [More Info](#)
- **OH: Rocky River, other cities charge permit fee for burglar alarm owners**
7.28.16 - newsnet5.com - Rocky River, Ohio - You buy an alarm system to scare off burglars, but now you might be paying the price beyond the alarm company's monthly fee. [More Info](#)
- **OK: City Council: Tables RV ordinance, passes false alarm fines**
7.26.16 - KSWO - Also, on the agenda, an ordinance aimed at cutting down false alarms from home and business security systems was unanimously approved. Initially, the city ... [More Info](#)
- **SD: Sioux Falls Fire Rescue receive false alarm reports**
7.29.16 - KSFY - It's a Class 1 misdemeanor that could also result in one year in a county jail. Reporting a false alarm that results in a serious injury or death is a Class 5 felony, ... [More Info](#)
- **SK: Regina considers several fire bylaw changes, checking smoke ...**
8.10.16 - CBC.ca - The city of Regina is working on a number of updates to its fire bylaw, including how often landlords have to check smoke alarms in rental properties and a ... [More Info](#)
- **TN: County can now fine for false alarms**
8.24.16 - The Hartsville Vidette - The County Commission voted Monday night to approve an ordinance setting up a service charge for false emergency alarms. A false alarm can now draw a ... [More Info](#)
- **TX: Council tables home alarm rules**
8.10.16 - Hays Free Press - Concerns raised by the Kyle City Council over data security and giving enough time to inform the public on security alarm regulations led officials to table a ... [More Info](#)
- **VT: Killington's new police department paying dividends, town reports**
8.3.16 - Mountaintimes - For years, homeowners and businesses in Killington were required to pay an annual \$50 fee to the Vermont State Police alarm administrator to cover alarm ... [More Info](#)
- **WA: Many Everett apartment complexes violate fire alarm codes**
7.25.16 - The Columbian - Everett requires a central fire alarm system - the kind where someone can pull a lever - at any apartment building with at least four stories or more than 16 ... [More Info](#)

- **WV: New Policy No False Alarm in Wheeling**
7.28.16 - Wheeling Intelligencer - Wheeling - By October, Wheeling residents and businesses must register their burglar alarms or face fines, as the result of an ordinance passed last fall ... [More Info](#)

Industry News

Courtesy of NESAs

- **Dealers Alarmed over False Alarm Fees**
7.13.16 - SIW - Recent attempts in city rulings suggest that alarm companies should be paying the fees resulting from false alarms. The Electronic Security Association and the Security Industry Alarm Coalition are taking an active role in shining a light on the inner workings of the security industry and the ever-present effort to reduce false alarms. [More Info](#)
- **DIY Systems Provider Goes Too Far in Ad Attacking Electronic Security Industry**
8.4.16 - SSI - Boston-based SimpliSafe attacked the home security industry, painting alarm companies as enemies looking to take advantage of customers. [More Info](#)
- **Security Pros Should Look in the Mirror When DIYs Criticize Industry**
8.5.16 - SSI - The DIY industry will continue to attack the credibility of the electronic security industry as it tries to grow in popularity. However, the industry needs to recognize that its reputation isn't bulletproof. [More Info](#)
- **Security Central acquires third central**
8.10.16 - SSN - Statesville, NC - Security Central purchased a UL-listed, CSAA Five Diamond central and will make it a load-balancing third location for the company. Where? [More Info](#)
- **SecurityTrax From Alarm.com Offers New Integrations**
8.13.16 - Security Sales & Integration - Alarm.com announced on Thursday the integration of new dealer programs, central stations and equipment distributors for SecurityTrax, a cloud-based customer ... [More Info](#)
- **Jewelry Industry Getting Safer**
8.3.16 - JCK - The number of crimes against the jewelry industry dropped in the first six months of 2016, continuing the trend of recent years, thanks to increased action from law enforcement and better security precautions from jewelers, according to the Jewelers' Security Alliance. [More Info](#)
- **My Alarm Center's new business model driving success**
8.17.16 - Security Systems News - Newtown Square, PA - My Alarm Center, a super-regional security company with a rapidly evolving national presence, is coming off an impressive year of ... [More Info](#)
- **Monitronics launches new RISE program**
8.18.16 - Dallas - Monitronics this week is launching a new sub-dealer program, RISE, designed to assist new dealers with growing their business. [More Info](#)
- **ADT strengthens its monitoring with deeper I-View Now integration**
8.18.16 - Henderson, NV - I-View Now, a cloud-based central station video platform, deepens product integration with ADT for video verification and central station video monitoring services. [More Info](#)
- **AlarmForce Admits to Wrongfully Charging Monitoring Fees After Subscription Cancellations**
8.24.16 - SSI - AlarmForce said its policy review resulted from due diligence undertaken during a potential sale process. [More Info](#)

FARA Mission Statement

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

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