



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink September, 2012

- **FARA News**
 - Thanks to Institute Sponsors
 - Let the Countdown Begin
 - News from the Membership Committee
 - Amy Lowe Resigns as Vice President
 - CAM Spotlight-Norma Beaubien
- **Featured Resource**
 - Patrol Officer Bulletin
- **General News**
 - FARA's Believe it or Not
 - Joke of the Month
 - In Fire Prevention, It's Mind Over Money
 - Fire Marshals Association Updates Smoke-Alarm Battery Guidance
 - NFPA, IAFC Offer Guide for Reducing Unwanted Alarms
 - 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.

Let the Countdown Begin

By: Meredith Wivell, Conference Committee



As another summer comes to an end, may the thoughts of a warm, sunny and bright place like Orlando, Florida comfort those of us that must endure the cold months headed our way. But wait! Those sunny and warm thoughts will become a reality at the 2013 FARA Conference. We will anxiously count down the days until the great opportunity finally arrives on April 22 thru April 25, 2013 at The Doubletree Orlando Resort at Universal.

The conference committee is in its final stages of completing the conference schedule for next year and will soon share details with the FARA family by on FARA's website as they become available. Pre-registration packets will not be mailed out this year; however, registration is now open for the hotel and conference.

Many of you may think that your agency does not have the financial means to send you to the conference, so what are your options? First, formally request the training from your agency. If funds are not available, you may apply for FARA's scholarship as long as you have your department's blessing to attend. Next, complete and submit the appropriate reimbursement forms for consideration. You must apply sooner than later since scholarship funds are limited and you do not want to lose out.

FARA has the privilege of sharing the greatest partnerships with industry members and our scholarship funds are made possible by the tremendous donations from FARA Institute Sponsors. FARA cannot express enough the sincere gratitude our members have for our FARA Institute Sponsors.

Now that the dates for next year's conference are secured in your calendars, it is time to start thinking about your personal itinerary. With so many activities and events offered in Orlando, now is a good time to start thinking about how you will spend your time before you make your way to Orlando. FARA will offer group outings for any interested parties.

So, the message is mark your calendars right now if you haven't already! You don't want to miss out on next year's conference. Each year we strive to continually build a greater relationship between public safety and industry members. We learn from each other, share our experiences and continue to grow in the path of success we all strive for. Please join FARA and AAF next April in Orlando. We are looking forward to seeing you!

News from the Membership Committee

By: Emily Pleasance, Membership Committee Chair

Membership Committee members reach out to both Public Safety and Alarm Industry to provide information, guidance on becoming FARA members and assistance to accessing the abundant information available online.

Do You...

- Want to spread the word on the many benefits of joining FARA?
- Have great ideas for getting people involved?
- Enjoy meeting, interacting and exchanging information with other Public Safety and Alarm Industry professionals?

If you answered YES!...The Membership Committee is looking for YOU!

Contact the Membership Committee...GET INVOLVED!

E-Mail: info@faraonline.org Website: <http://www.faraonline.org>

Amy Lowe Resigns as Vice President



THE CITY OF LYNCHBURG, VIRGINIA

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DEPARTMENT OF EMERGENCY SERVICES

False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850

August 27, 2012

Dear FARA Board & FARA Members,

Serving with each of you for the last 7yrs as member and the last 2yrs as a board member has been both an honor and a privilege. That is why it is so hard for me to write this letter of resignation. I will be resigning my VP-Fire board position as of September 11, 2012. I have accepted a promotional opportunity within the City and will be going to work for the Lynchburg Police Department/Finance Division.

I have enjoyed my time in FARA and have grown immensely in my position as the Alarm Coordinator here at Department of Emergency Services in Lynchburg. A large part of that is due to being involved in FARA, it has been one of the highlights of my job. I know that each of you will continue providing excellent guidance and oversight of FARA and its mission to all involved.

I can not begin to express how much I am going to miss everyone in this organization, from what it stands for to all the great people involved. I can only hope to one day be apart of an organization in my new profession that makes me feel as welcome and provides me with as much knowledge as FARA has. Thanks again to everyone who I have worked with in the last 7yrs as a member, for all the assistance and encouragement I was given. I wish each and every one of you all the best that life has to offer!

Sincerely,

A handwritten signature in cursive script that reads "Amy N. Lowe".

Amy N. Lowe

CAM Spotlight-Norma Beaubien

By Shellie Reid, Loudoun County, VA Sheriff's Office, T & C Committee Member

The Training & Certification Committee continues their efforts to encourage members to take the certification exam to become a Certified Alarm Manager. The CAM spotlight is a fun way for members to meet others working in a similar position while learning a bit about the exam too. Never one to shy away from a challenge, I decided to go straight to the top and interview Norma Beaubien before she slips away into retirement.



What is your current Position

Director, Montgomery County, MD Police Department, False Alarm Reduction Section

What are your hobbies or interests?

Reading, sports of any kind, traveling and playing with my granddaughter.

How long have you been a member of FARA and do you participate in any FARA committees or activities?

I am a co-founder and original member of FARA, which was officially established in 1997. Prior to that, I worked for two years to get the association up and running. I participated in every committee for the 12 years I was president. At present, I am the co-chair of the Communications Committee and serve on the Conference Committee.

When you did you first obtain your certification?

I served as a beta tester for the very first CAM exam ever given in 2002. It was a very tough exam and we had a lot shorter amount of time to complete the exam than what is given now.

How long had you worked in an alarm unit/the industry before taking the exam?

I had about 15 years experience in the alarm field (with two different agencies) prior to taking the exam.

What made you decide to take the exam?

I feel very strongly about certification in general and in the CAM specifically. False Alarm Reduction Unit staff often do not receive the accolades they deserve for freeing up thousands of hours of police officer time, which directly affects deployment of the entire force. Obtaining certification helps to show command staff that employees working to reduce false alarms are professionals and should be treated as such.

What type of response did you receive from your employers, the alarm industry or members of the community about your achievement?

Absolutely – my department recognized my achievement by including the milestone in my annual evaluation. My family was very proud that I was an inaugural member.

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?

Being able to put CAM next to my name has been personally rewarding, but, more importantly, it lets all the people I come in contact with on a daily basis know that I have achieved a high level of expertise in my chosen field. Having achieved CAM status has not changed how I run my shop or how I do things.

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

Absolutely! Just studying for the CAM exam will broaden your knowledge significantly, given all of the manuals, guides, bulletins, brochures, etc. that FARA has developed over the years.

Where is your certificate now? (Displayed on wall? Hidden in a drawer?)

My certificate is proudly framed and hanging on the wall of my office for all to see.

Special question just for Norma: Where will you put your certificate when you are retired?

I told my husband that I had so many certificates, plaques and awards hanging in my office that would just have to be boxed up when I retire, including my CAM certificate. He emphatically told me that he would hang all of it in our home office, because it represented amazing accomplishments that should be remembered. He said he would call it the "Norma Wall of Fame."

I have been so fortunate to work in a jurisdiction near Norma. Her fingerprints are all over my unit and I know she was very instrumental in getting our program started. I also know that she tolerates my many requests with patience so I decided to push my luck once again and I am so thankful that she took the time to share her story with us. I hope that you enjoyed getting this glimpse of Norma and bit of FARA's history.

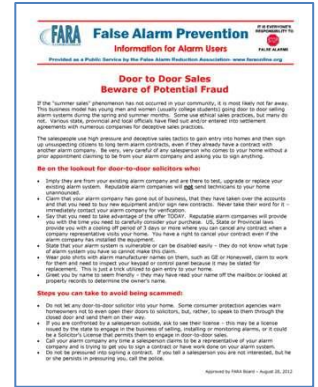
Featured Resource – Patrol Officer Bulletin

By Brad Shipp, FARA

This bulletin prepares potential and current alarm users for the Door to Door “summer sales” phenomenon.

Includes items for consumers to be on the lookout for and steps they can take to avoid being scammed.

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

PPD: Would-be burglar scared away by alarm

9.29.12 - Appalachian News-Express - Pikeville, KY - A Pikeville man was arrested early Friday morning after police say muddy footprints led them to the location of the suspect in an attempted pharmacy break-in. According to court documents, Pikeville Police Officer Michael Riddle was among the officers called to Family Drug on Town Mountain Road at 2:30 a.m. Friday to respond to an alarm. [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 lespinosa@beavertonoregon.gov and we’ll put them in the next InfoLink for all to share!

Joke of the Month

Three men stood before a judge on a charge of drunk and disorderly conduct in a public park.

Judge: What were you doing?

1st man: Oh, just throwing peanuts in the pond.

Judge: And what were you doing?

2nd man: I was throwing peanuts in the pond, too."

Judge: Sounds harmless. And you, were you throwing peanuts in the pond as well?

3rd man: No, sir. I AM Peanuts!

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

In Fire Prevention, It's Mind Over Money

9.16.12 - Fire Chief [More Info](#)

Fall is upon us, and with it comes an increased focus on prevention in advance of winter’s increases home-fire risk. But prevention programs often are the first to be cut because of budgets.

Still, there are things we can do.

Participate in Fire Prevention Week. Are you taking an active role in [Fire Prevention Week](#) in October? There is little or no cost in writing articles or letters to the local newspaper or to air a Fire Prevention PSA on the radio. Many departments also hold open houses; while that takes a little time and effort, the investment is minimal and the return is great.

More than offering low- or no-cost prevention public education, Fire Prevention Week activities provide an invaluable opportunity to raise your visibility, connect with the community and showcase the great work you do. While it may not create an immediate increase in your bottom line, this type of relationship building can be important to your future.

Remind your residents to change their batteries. “[Change Your Clock, Change Your Battery](#)” arguably is America’s most-effective fire-safety campaign. This year marks the 25th anniversary of the program — sponsored by Energizer and the IAFC — which is designed to make sure everyone knows the importance of putting fresh batteries in their smoke alarms and carbon-monoxide detectors at least once year.

A working [smoke alarm](#) doubles a family’s chances of surviving a home fire. Although 96% of American homes have smoke alarms, 20% of those alarms have worn-out or missing batteries — this means nearly 25 million homes needlessly are at risk for home fire fatalities.

Remind your residents to change their smoke-alarm batteries when they change their clocks on Nov. 4. But don’t wait until that day; deliver your reminders the week leading up to the 4th. In fact, this message can easily be worked into your Fire Prevention Week activities the month before.

If you have the resources, consider canvassing the neighborhood to spread the prevention message or help at-risk community members, such as the elderly or those with limited mobility, install alarms or change batteries. You also can encourage your residents to use their “extra” hour this fall to remind or help others to change their batteries.

Fight for residential sprinklers. The fire service needs to continue to lobby for [residential sprinklers](#) at the local and state levels. We must continue to educate elected officials and the public on the criticality of this issue. With all the new lightweight construction, we must stay focused on providing the highest level of protection for both the residents of these homes and the first responders who may have go into these homes under a fire condition.

Educate your responders. In order to educate others, we first must educate ourselves. Responders must have access to factual, objective, data-based education about issues such as smoke-alarm technology and placement, sprinkler facts and fiction, and more. Only through education can we respond accurately to questions from the public, media inquires and reports to elected officials.

Be vigilant when answering questions about prevention and back up your answers with resources like the [Fire Safety Checklist](#) and the [Smart Choices in Smoke Alarm Placement](#). Also, use resources from the [Home Fire Sprinkler Coalition](#), and the [National Fire Protection Association](#).

Few of us have control over budget cuts, but that doesn’t mean we don’t have control over our prevention efforts. Stop complaining about what we can’t do and start talking about what we can do in the area of prevention.

Fire Marshals Association Updates Smoke-Alarm Battery Guidance

9.11.12 - Fire Chief - [More Info](#)

The [National Association of State Fire Marshals](#) recently updated its [guidance document on residential smoke alarms](#) and is asking fire departments to educate their communities about the changes, which include supporting alarms powered by a 10-year sealed battery. NASFM made this update based on a [white paper by the group's Science Advisory Committee](#) that recommended the use of 10-year batteries in battery-operated smoke alarms as long as the battery is contained in a tamper-resistant, sealed unit.

NASFM’s reports found many citizens failed to upkeep smoke alarms, resulting in dead batteries. It also found that they wanted more maintenance-free protection, such as alarms with longer-life batteries that are easy to replace, or do not need replacement, and eliminate the low-battery chirps. Smoke alarms that contain a 10-year lithium battery built into the units address both of these needs.

To learn more about the changes and their effect on fire-service officers, FIRE CHIEF spoke with J. William Degnan, NASFM president and New Hampshire state fire marshal.

What is the importance of smoke alarms?

Smoke alarms provide reliable, early warnings to alert occupants of a building that there is a danger of fire and provide

them with time to escape. The National Fire Protection Association estimates that smoke alarms cut the risk of dying in a reported fire in half. But smoke alarms have to work in order to do their job. Again according to the NFPA, in about one-quarter of home fire deaths between 2003 and 2006, smoke alarms were present but did not sound.

How will this new guidance improve safety?

NASFM's intent in recommending sealed 10-year battery units in occupancies that are using battery operated smoke alarm is to reduce the time that smoke alarms are inoperable due to disabling because the battery was chirping or died or because of tampering. The smoke alarm units themselves will still need to be replaced every 10 years, regardless of how they are powered.

In what way can battery life/smoke alarms create efficiencies in response?

The response factor is the improvement that we hope to achieve by increasing the time that alarms are operable in a residence. Effective early warning in a fire not only means that occupants have a better chance of escaping; it also means that emergency responders are likely to be called more quickly and have a better chance of preserving lives, property and the environment.

How can fire chiefs get this message out to their constituents?

Fire chiefs know their community and the buildings that most likely would be using battery-operated smoke alarms. Those areas of the community should be targeted with educational outreach to increase the use of the sealed 10-year battery smoke alarms. As with any smoke-alarm message, this has to be continually promoted. They may also consider state or local legislation for the sales and use of battery-operated smoke alarms.

NFPA, IAFC Offer Guide for Reducing Unwanted Alarms

8.15.12 - OHS – [More Info](#)

The National Fire Protection Association and the International Association of Fire Chiefs recently released a free document, the Fire Service Guide to Reducing Unwanted Fire Alarms, to help members of the fire service reduce unwanted fire alarms. It is a 17-page PDF available through NFPA's catalog at www.nfpacatalog.org/redqg.

An outgrowth of a 2011 summit by the two, along with the U.S. Fire Administration, it explains how commercial and residential building fire alarm systems and detection devices operate and how to assess the cause of alarms where no emergency condition is apparent. NFPA and IAFC said it also can assist authorities having jurisdiction (AHJs) in developing strategies to manage response to unwanted alarms.

"Unwanted alarms are a drain on fire department resources and pose a significant safety hazard to both responders and the public," said Chief Hank Clemmensen, IAFC president and chairman. "IAFC was pleased to work in collaboration with other fire service organizations, the federal government, and industry to address this issue at the national level, but our work can't have true meaning if we don't provide tools and resources for our fire departments to make a difference in local communities."

An unwanted alarm is defined by NFPA 72®, the National Fire Alarm and Signaling Code, as any alarm that occurs and is not the result of a potentially hazardous condition. According to NFPA, one of its studies found U.S. fire departments responded to an estimated 2.1 million false alarms in 2009 -- 979,500 responses due to unintentional activations and 698,000 due to system malfunctions.

"Unintentional fire alarm activations that clearly do not require an emergency response are happening at a rate that challenges the fire service, and this guide was developed to offer guidance to fire departments seeking out information on how they can take action to reduce the amount of unwanted alarms in their community," said Ken Willette, NFPA's division manager of Public Fire Protection and a former fire chief.

News on Door to Door Sales

Courtesy of NESAs

- **CA: Possible Fake Door-to-Door Salesman Near Concord High School**
8.23.12 - San Francisco Chronicle - Walnut Creek, CA - There is a ADT alarm sign in the yard. He said he was with GE and they did the service work for ADT. He started to ask too many questions about my system and ... [More Info](#)
- **CT: Tell Mel: Automatic renewals not worth the gamble**
9.28.12 - The News-Press - Cromwell, CT - So his insurance company insisted Colby get an alarm system. He did, signing a three-year contract with Safe Home Security Inc., based in Cromwell, Conn. [More Info](#)

- **HI: Rise in door-to-door scams prompts warning from Honolulu police**
8.16.12 - KHON2 - Honolulu, HI - "With the alarm companies often what it is not so much a theft or fraud thing often ... "If there is an alarm or a violation they will call the police and respond to it, ... [More Info](#)
- **OK: Alarmed after door-to-door sale**
8.30.12 - kjrh.com - Wagoner, OK -"The alarm service I had before, I wanted to do some upgrading and their's was quite a bit more, they offered some things the other company didn't for the same ...[More Info](#)
- **SC: Security System Deal Causing Alarm For Upstate Man**
9.27.12 - News Channel 7 - Greenville, SC - Security System Deal Causing Alarm For Upstate Man ... School officials say the fire alarm went off around 10 a.m. Thursday and two teachers rushed to the ...[More Info](#)
- **TX: City develops ban prohibiting some door-to-door sales**
9.30.12 - Kilgore News Herald - Kilgore, TX - Parking lot leafletting will fall under the ordinance, she said, but home alarm system salespeople will be, for the most part, exempt due to their successful ... [More Info](#)
- **TX: Craigslist alarm installation scam targeting Valley businesses**
9.11.12 - KGBT-TV - Westlaco, TX Chief Cuellar said the suspect is forging alarm permit documents and using the ... It's the first time an alarm system has been installed without a license, but ... [More Info](#)
- **UT: Former Platinum offices good fit for another door-knocking company**
8.15.12 - Security Systems News - American Fork, UT - The large, dramatic letters emblazoned across the top of the imposing new office building here used to read "Platinum." Now the financially beleaguered Platinum Protection has vacated and the building bears the name of a different summer sales company. Which company is now headquartered here? Why does it say it was able to move in "like a hermit crab does to a new shell?" [More Info](#)
- **WA: AG: Kirkland-Based Alarm Company Agrees to Change Marketing ...**
9.20.12 - Patch.com - Seattle, WA - A Kirkland-based business selling home alarm installation, repair and ... The company also does business as saveonmyalarm.com, Alarm Partner, ...[More Info](#)
- **WI: Security firms settle with state**
9.28.12 - Milwaukee Journal Sentinel - Milwaukee, WI - Two alarm service companies, Vivint and Pinnacle, will change their business practices, pay fines and cancel more than \$1 million of customer debt as a ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AR: False alarms**
8.29.12 - Paragould Daily Press - Paragould, AR - The rates of false alarms tied to home intrusion alarm systems rate high among ... The rates of false intrusion alarms are hard to measure, though one report by ... [More Info](#)
- **CA: Cost of frequent false alarms is going up in Pomona**
9.17.12 - Contra Costa Times – Pomona, CA - The cost of having an alarm system with frequent false alarms will be going up next month. City Council members gave final approval last week to an ... [More Info](#)
- **CA: Phony fire inspectors targeting LA businesses, LAFD warns**
9.11.12 - abc7.com - Los Angeles, CA -The department is also concerned that businesses may have a false sense of security about their fire extinguishers, alarm systems, emergency lighting, exit ... [More Info](#)
- **CA: Piedmont police report costly false alarms**
8.30.12 - San Jose Mercury News - Piedmont, CA - False alarms in Piedmont -- 648 so far this year -- cost police time ... Usually two officers respond to any alarm registered from the alarm company. [More Info](#)
- **CA: Sacramento police, fire officials get tougher on false alarms**
8.29.12 - SecurityInfoWatch - Sacramento, CA - Saying they're fed up with false alarms, police and fire agencies from Sacramento to San Diego have begun issuing stiffer fines to businesses and ... [More Info](#)
- **CO: \$100 False Alarm Bill Frustrates Homeowner**
9.2.12 - KMGH - Longmont, CO - A Longmont homeowner is frustrated after the city sent her a \$100 fine after her house's security system went off during an apparent false ... [More Info](#)
- **FL: False alarms could be costlier for Orlando businesses, residents** 9.5.12 - WFTV - Orlando, FL - "We're finding more and more where false alarms are not just caused by alarm users, but also by improper install, improper equipment," said Audra Nordaby of ...[More Info](#)
- **FL: Titusville looks to stem false alarms**
9.26.12 - WFTV Orlando, - Titusville, FL - police say they are wasting time and resources responding to false alarms at homes and businesses. So the police chief wants to the City Council to ... [More Info](#)
- **GA: Council tables false alarm ordinance, discusses fire/EMS calls**
9.26.12 - NeighborNewspapers.com - Dunwoody, GA - "I'm glad to see the false alarm ordinance come back but with the modifications that the commercial alarm owner pays a \$25 annual fee and the residential ...[More Info](#)
- **ID: Rexburg seeks to curb false security alarms**
8.23.12 - Rexburg Standard Journal - Rexburg, ID - Citing an ongoing problem with false security alarms requiring

a police response, the Rexburg City Council is considering an ordinance to ... [More Info](#)

- **IN: Hammond City Council considers increasing fines for false alarms**
8.17.12 - nwitimes.com - Hammond, IN - Fines for false alarms to the Police and Fire departments will ... Under the ordinance, alarm system users wouldn't be charged for the first two false ... [More Info](#)
- **IN: Ind. city sets fees for false alarms**
8.28.12 - SecurityInfoWatch - Hammond, IN - The Hammond City Council set new fines Monday for false alarms to the police and fire departments. The fines will increase for repeat ... [More Info](#)
- **MD: Annapolis begins crackdown on false security alarms**
9.2.12 - CapitalGazette.com - Annapolis, MD - With false security alarms continuing to sap police manpower, city ... Annapolis police said from October 2010 through October 2011, 1,954 alarm ... [More Info](#)
- **MD: Text, video to 911? Md. plans future emergency communications**
9.9.12 - Baltimore Sun - We have alarm companies that may want to send us a video they may be viewing of a break-in. It could be a video from a camera that has been installed for ... [More Info](#)
- **NC: Police weigh whether to charge for false alarms**
8.24.12 - Charlotte Observer - Cornelius, NC - Cornelius police may begin charging residents for false alarms in an effort to improve efficiency at the department, said Police Chief Bence Hoyle. "As much as 10 percent of the 3,000 alarms the department responds to each year are false alarms. "Many times ... [More Info](#)
- **NH: Fire Department Cuts Ordinance's Fees In Half**
8.23.12 - Patch.com - Amherst, NH - The ordinance was approved in July and sets fees for false alarms, building ... The ordinance includes fees false alarms after the first offense in a 365-day period ... [More Info](#)
- **NJ: Belleville council takes care of assorted business**
9.12.11 - NorthJersey.com - Belleville, NJ - Kimble also said that the township was rescinding a \$25 alarm fee that some residents had received bills for. It was also in the process of trying to secure refunds ... [More Info](#)
- **NM: Change in Las Cruces alarm ordinance hopes to reduce false alarms**
KTSM News Channel 9 - Las Cruces, NM - About a dozen homeowners attended a public input meeting Saturday afternoon as the City of Las Cruces is looking at implementing a ... [More Info](#)
- **NY: FDNY approves cell and network communicators for primary fire signaling**
8.23.12 - SSN-Newswire - New York, NY- For the first time, the City of New York Fire Department has approved the use of cellular and network communicators for primary fire alarm signaling to central stations. Which manufacturer's products were the first to get the green light and what does the decision mean for dealers? [More Info](#)
- **NY: Rule For Changing Combination Smoke-CO Detectors Kicks In ...**
9.21.12 - NY1 - The law requires a detector be installed within 15 feet of each bedroom, and that it is equipped with an alarm that tells the resident when it is time to be replaced. [More Info](#)
- **NY: Texas twist: N.Y. city outsourcing to collect false-alarm fines**
8.29.12 - Security Systems News - Long Beach, NY - A Long Island, N.Y., city frustrated by unpaid false-alarm fines is taking a familiar corporate path to change its fortunes: It's outsourcing the collection work. [More Info](#)
- **NY: Town of Ulster sets hearing on false alarm penalties**
9.12.11 - Kingston Daily Freeman - Ulster, NY - 20 on proposed penalties for repeated false alarms on any given property. ... The law would allow officials to revoke or suspend a property owner's alarm permit ... [More Info](#)
- **OR: Too Many False Alarms in Bend**
8.19.12 - KLCC FM Public Radio - Bend, OR - Police in Bend respond to a little over 2100 false alarms at business and residences ... The new rules would move the threshold to more than one false alarm. [More Info](#)
- **SC: Tight budget means just one new fire truck** 9.3.12 - The Tand D.com - Orangeburg, SC - The ordinance would also help the district recover costs associated with responding to false alarms at a specific location more than three times in a calendar ... [More Info](#)
- **TN: City discusses repeated false alarm calls**
9.21.12 - State Gazette - Dyersburg, TN - The Dyersburg Police Department will begin sending out letters to business owners and homeowners whose alarms repeatedly create false alarms. The letter ... [More Info](#)
- **TN: Tennessee Plans 'Text-to-911' Trial**
Tennessee will conduct a statewide text-to-911 trial that—if successful—can eventually lead to the transmission of photos, videos and other data that will help improve emergency response, says U.S. Federal Communications Commission Chairman Julius Genachowski.- [More Info](#)
- **TX: Carrollton Alarm Ordinance**
9.24.12 - Effective October 1, 2012, the City of Carrollton will implement a new Alarm System Ordinance. Monitoring companies providing service to City of Carrollton (COC) residential and business customers will be required to provide the City detailed information about addition and termination of Carrollton customers. The new ordinance can be reviewed [here](#). Carrollton Alarm Website can be reached [here](#).
- **TX: Family sues Dallas cops, city, after 911 caller Deanna Cook is found ...**
9.21.12 - CBS News - Dallas, TX - The lawsuit alleges that responding officers made two stops on their way to

Cook's home in order to check out a burglar alarm and make a purchase at a ... [More Info](#)

- **WA: Answers to common legal questions**

8.29.12 - Seattle Post Intelligencer - Seattle, WA - The city can charge alarm companies \$90 for every false alarm. And depending on the company, that fee may be passed to customers, police said. The fees are ... [More Info](#)

Industry News

Courtesy of NESA

- **Parental guidance: Info on pool alarms**

8.13.12 - Newsday - What is a swimming pool alarm? How does it work, and who has to have one? Should a parent ask if a home has one before leaving a child there for a playdate ... [More Info](#)

- **3G vs. 4G: AT&T's 'sunset' fuels debate**

8.15.12 - Security Systems News - But is that extra speed worth the money, and more importantly for alarm dealers, will it contribute to longevity in the field? And what is "real" 4G anyway? [More Info](#)

- **Customer Reviews Causing Home Security Companies to Focus on ...**

8.12.12 - informationthreats.com - Customer Reviews Causing Home Security Companies to Focus on ... service, including getting big discounts on premiums for your home ... [More Info](#)

- **Extending Power-over-Ethernet technology for security**

8.6.12 - Security Info Watch - PoE solutions reduce power consumption, simplify installation of security devices. [More Info](#)

- **Anderson Security Company Stripped Of Its License**

8.28.12 - News Channel 7 - "They sent me a letter charging me \$200 for false alarms," said Robert. Another customer sent us a copy of a judgment against Simpson Security from the ... [More Info](#)

- **Massachusetts installers battle Comcast, Verizon in court**

8.29.12 - Security Systems News - Sharon, MA - A group of Massachusetts security systems installers is suing Comcast and Verizon, saying they are causing "substantial and irreparable harm." What are the cableco and telecom doing that has prompted legal action, and what's at stake for installers? [More Info](#)

- **The changing landscape of home security**

8.31.12 - SecurityInfoWatch - A home owner looking to secure their property with an alarm system would call a ... Based upon the home owner's decision, a standalone alarm system would ... [More Info](#)

- **Contractors Board disciplines nine contractors in hearings; Board ...**

9.21.12 - KRVN My News 4 - F.A.S.T. Systems, Inc., dba Fire Alarm Security Technologies, license numbers 67839 (Fire Detection, Low Voltage) and 75661 (Electrical Contracting), based ... [More Info](#)

- **Blackstone to Buy Vivint in \$2 Billion Deal**

9.18.12 - Wall Street Journal - "The alarm industry customarily gets three- to five-year term contracts that automatically renew," said Michael Barnes, founder of security-alarm consulting firm ... [More Info](#)

- **Tyco board votes to spin off ADT, its best brand**

9.18.12 - Philadelphia Inquirer - ADT already has a network of 200 local alarm service centers, six million customers and 16,000 workers, and is looking to boost the proportion of Americans ... [More Info](#)

- **SC: National sting catches unlicensed contractors in SC**

9.19.12 - WIS - ... Board, which regulates the practice of general and mechanical contracting, burglar and fire alarm system businesses and fire protection sprinkler contractors. [More Info](#)

- **Virginia DCJS Regulation Revisions Proposed**

The purpose of this notice is to advise you of the publication of the Proposed Regulations Relating to Private Security Services by the Virginia Registrar. This document, as well as the Proposed Regulations Agency Background Document has been published in the Virginia Registrar Volume: 29 Issue: 2. [More Info](#)

- **BBB Watch: Home security systems**

9.26.12 - Pittsburg Morning Sun - Know the ins and outs of your contract. If your alarm system will be monitored, either by your installing company or by a third-party monitoring center, find out the ... [More Info](#)

- **P1 goes to the clouds with new solution**

9.27.12 - SecurityInfoWatch - The integration of the I-View Now technology enables receipt of alarm video—both pre- and post-alarm—in Protection 1's security automation system by 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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