



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink September, 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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Symposium - Maryland Style!

By Elaine Revis - FARA Symposium Committee

Welcome to Baltimore, Maryland!

Famous as the site of celebrity chef Duff Goldman's Charm City Cakes, this city has enough entertainment to occupy anyone's interests, no matter how diverse. Catch an Orioles Game at the historic Camden Yards, or visit the Babe Ruth Museum if sports history is more your speed. If history in

general is what gets you going, then get walking on any of the numerous available walking tours in the Baltimore National Heritage Area, for a window to the early history of America. The Lexington Marketplace, in operation at the same site for over 200 years, is the perfect location to pick up some souvenirs for the people back home, and a top destination to sample some of the greatest seafood you will find anywhere (Its referred to as "Maryland Style" everywhere else for a reason).



With all that and more to occupy your time, how can we possibly expect you to find interest in the symposium? Easy, the symposium is shaping up to be better than ever! Greater collaboration between industry and public safety each year means more opportunities to learn and serve the citizens of your community. The networking that occurs each and every year is worth the trip alone, giving everyone the resources they need, from other public safety officials to alternate channels to contacts manufacturers. These resources make your work easier, and create more

productive offices for the jurisdiction in which you serve.

Past attendees will tell you how much they learned and how many contacts they received by attending the symposium, information that has readily helped them in their day to day fight against false alarms. By coming together each year, we have to ability to let the manufacturers and industry leaders know what the issues are, not just on a national level, but at the local level, YOUR level.



Each symposium has been better than the one before, and Baltimore 2014 is sure not to disappoint. So mark your calendar, put in those travel requests, and lets all work to make this the very best symposium ever!

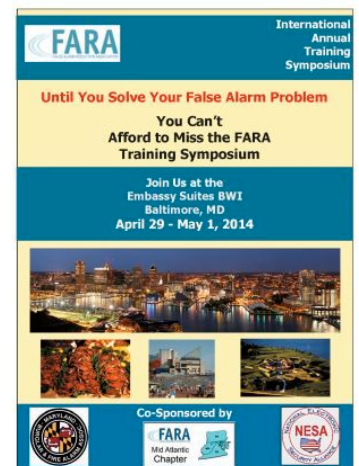
Program Set for 2014 Symposium

By: Brad Shipp

The Program is set for the 2014 Grass Symposium at the Embassy Suites BWI hotel from April 28 to May 1, 2014.

[Download the full registration packet](#)

[Download the Reimbursement Application](#)



FARA's Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **Burglar caught after boasting about his crimes in a TEXT MESSAGES**
8.2.13 - SWNS - Dozy Reece Brodell, 20, told a pal: "Just burgled a house and the alarm went off" before sending another a short time later saying: "Just out at the moment trying ... [More Info](#)
- **If You're A Local News Station Covering A Fire You Probably ...**
8.22.13 – BuzzFeed - According to Jalopnik, the fire they were covering was 5-alarm church fire in Boston. Here's an aerial shot of it from FOX 25's helicopter. According to Jalopnik ... [More Info](#)
- **Raccoons trip burglary alarm at school**
8.24.13 - KOAT Albuquerque - Three raccoons caused a stir early Friday morning at an Albuquerque elementary school. Albuquerque Public Schools police responded to an alarm call around 6 a.m. at Onate Elementary. At first officers thought a burglar was in the building. "They showed up. First thought was, it's a burglar. There's ceiling tiles on the floor," said Ross Morgan with New Mexico Game and Fish. When officers ... [More Info](#)
- **Cell phone leads police to suspect**
8.25.13 - KMGH 7 Denver - Here's a tip if you ever plan on burglarizing a business: don't leave your cell phone in the clothes you abandon as you run from the crime scene. [More Info](#)
- **Brookline cops: church thief nabbed using fingerprints on candy bowl**
8.19.13 - Boston.com - While the search was underway, Dedham Police received an alarm from a church at the center of town and while responding to the area police spotted Cribbie ... [More Info](#)
- **Police recognize subject in dispute as burglary suspect**
8.27.13 - The Des Moines Register - Police arrested a Des Moines man for burglary after an officer responding to an unrelated call recognized the sweatshirt the suspect had on top of his cat carrier as the one the burglar was wearing, officials said. [More Info](#)
- **Police: Man tries to rob same bank year after 1st robbery**
8.30.13 - ClickOnDetroit - An employee recognized William Jearls when he approached a teller window as the man who ... [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!

No Phone Calls Necessary

8.1.13 – *Security Today* – By Lindsay Page

The ASAP program allows emergency personnel to arrive on the scene faster than before.

The Automated Secure Alarm Protocol (ASAP), a relatively new program created by the Association of Public Safety Officials (APCO) and the Central Station Alarm Association (CSAA), can facilitate the rapid transmission of alarms straight to public safety communication centers within seconds after they are verified by the Central Station. There is no need for a central station operator to make a telephone call to the 911 Public Safety Answering Point (PSAPs) because ASAP sends the alarm message directly to the public safety dispatcher's Computer-Aided Dispatch (CAD) monitor where they can then dispatch the alarm to the appropriate response teams. ASAP bypasses the need for phone calls, allowing emergency responders to arrive on the scene must quicker than the traditional method of the alarm monitoring service having to call the PSAP.

With ASAP, a tripped alarm is received by an alarm monitoring company and then sent electronically to a web service operating on what is now called a Message Broker, which is managed by the CSAA and directs transmissions to a nationwide message switch that connects to all 50 states.



The state control points in turn are connected to most 911 PSAPs. The alarm notification message contains data that is relayed directly to 911 CAD systems that facilitate the dispatch of cops, firefighters and other emergency services. Through address verification, ASAP has the ability to provide the correct address, the type of alarm (fire or burglar, for example) that has been triggered, and send the alarm to appropriate dispatch positions. By using ASAP instead of waiting on an available 911 call-taker to answer that phone call from the alarm company, the response time is significantly shorter and occurs without error. Using ASAP allows dispatchers to have more time to devote to emergency calls, such as vehicle accidents and medical emergencies.

The Beginning of Something Great

The success of ASAP didn't happen overnight. In fact, there have been several efforts to help deal with alarm monitoring over the past 20 years. With that amount of prolonged dedication, ASAP was bound for greatness. The service officially started in 2004 with Vector Security as the first monitoring station to pilot with Richmond and York County, Va., along with a development period for a pilot site that was launched in July 2006 in York County and August 2006 in Richmond. Bill Hobgood, project manager for the City of Richmond's Department of Information Technology, Public Safety Application Solutions Team, accomplished the first interface by creating a template with GE Security.

Enhancements to the pilot site were performed throughout 2008 and 2009, and the service was adopted as an ANSI standard in January 2009. By 2012, ASAP was ready for service with its Message Broker server secured and managed by the CSAA, Vector Security and the City of Richmond Police Department's Division of Emergency Communications and able to successfully transmit emergency medical, fire, and law enforcement alarms messages.

"Since ASAP first went live, the amount of phone calls to dispatchers has dropped significantly," stated Hobgood. "In Richmond alone, dispatchers have received more than 20,000 alarm notifications through the use of the ASAP service. There is no extra work for dispatchers to relay the alarm message and ASAP shaves off between one and three minutes of 911 processing time, helping emergency responders arrive on scene faster than ever before."

In addition to York County and Richmond, Va., other PSAPs that are now using ASAP include Tempe, Ariz., Houston, James City County, Va., and the District of Columbia. More than 10 companies are currently using or in the process of getting connected to the service, and more than 90 other companies are charter members. With ASAP's high success rate, the amount of companies and PSAPs using the program are expected to grow significantly in the next few years.

ASAP's Performance

The ASAP service must first be established through a Message Broker, which serves as a gateway between the dispatch center and the Central Station's automation platform. Once this is provided, ASAP can then create and process alarms that come from the Central Station and the alarm can then be sent through the PSAP (Public Safety Answering Point) in order to reach the dispatcher's CAD (Computer Aided Dispatch) system. The alarm will show up as a pending call-for-service event on the dispatcher's CAD computer screen where the correct emergency response teams can be notified immediately. The process may sound like a long and tedious task, but it only takes a matter of seconds to send the electronic alarm message, saving critical time for any type of emergency.

In 2012, Houston began using ASAP. Since its implementation, the city has experienced a drastic drop in the amount of calls they experience, and the amount of time dispatchers spend on calls has also been reduced. "ASAP provides a bidirectional communication, and it really does help," said Joe Carr, dealer relation representative, United Central Control, and co-chair of the ASAP Outreach Committee. "Since Houston began using ASAP, they have experienced a 36 percent drop in overall phone calls and a 27 percent decrease in hold time."

ASAP frees up a large amount of time for dispatchers to spend on other calls, which also helps to demonstrate why there has been so much positive response and feedback from those that are currently using the service. For example, in the event of a natural disaster, such as the recent hurricanes and tornadoes, phone lines are generally busy within minutes. Dispatchers are constantly on the phones, and this would include all phone calls that take place when an alarm has been tripped. If a dispatcher takes the time to answer a call for any security alarms, whether it's false alarms, nonemergency, or a burglar alarm, someone calling in for immediate medical care may receive a busy signal. In this case, ASAP plays a vital role in ensuring that each necessary phone call has a greater chance at getting answered and triggered alarms can be sent electronically without disrupting the dispatchers, especially when circumstances may be that a town has been hit by a tornado. And that is precisely what ASAP aims to keep doing. As technology for the service continues to advance, so will the alarm messages.

The biggest challenge ASAP has faced so far is getting noticed. Not everyone knows that this service is available, and awareness needs to grow. Glenn Schroeder, chief technology officer for Security Network of America and the co-chair of the ASAP Technical Operations Committee, said it is very important for Central Stations to get educated about the program and know that it is currently available. In order to get connected, it's as simple as contacting the CSAA to begin the connection process.

Getting Connected

For a company to start using ASAP, the Central Station must get connected to a PSAP that has the ability to network with the CAD systems. There are a few software requirements in order for ASAP to be implemented, and the CSAA can help supply the company with the type of software updates and changes they may need for ASAP communications to take place. Certain network hardware is also required for the VPN connection, but some companies may already be compatible. The CSAA will assist in the entire process, and it takes only a few months to get everything set up and ready for operation.

Mary Jensby, call center director for the "Control Center" of RFI, Inc. and co-chair for the ASAP Outreach Strategy Committee, has already helped one company get connected to ASAP and is currently assisting RFI complete the process. "Getting a company fully compatible with ASAP takes about three or four months. But it's not about just one person; it's a team effort. Without the support from Mark Simpson, my IT support for the Central Station and Michael Harn, the IT director for RFI, transitioning over to ASAP wouldn't have been quite so easy," said Jensby. "I have had the pleasure to work and meet with many individuals in the security industry. The ASAP program is a contribution of teamwork between the PSAPs, the industry and the fact that life safety is on the minds of all parties involved."

Once ASAP is ready to use, dispatchers must be trained on how to properly use the program. This is almost a completely seamless process, and most dispatchers love the transition because of the quick and easy automation that ASAP provides. According to Jensby, the CAD system is connected within just a few seconds, making it a simple task for dispatchers to learn and use. For the system that Jensby uses, the message pops up onto the dispatcher's computer monitor where the dispatcher can send the alarm as an instant dispatch message to responders, instead of having to call the security agency. Once the message has been sent, the dispatcher can see if it has been accepted by looking at the alarm dispatch history. By using ASAP, the dispatcher spends only seconds on sending an alarm message to emergency responders.

The Future of ASAP

As ASAP becomes more popular and readily available to companies around the country, the program will continue to evolve to be even more accurate and streamlined. Future legislation that would require all alarm companies to provide this service to their customers is something that may happen in the not too distance future. Because ASAP has already shown its success and demonstrated how effective it can be at decreasing the amount of unneeded phone calls, the service may become a marketing strategy for some companies to attract even more customers. The first step in getting more companies to use the program is to get each jurisdiction that either already uses or has committed to the program on board. Once that is accomplished, regional and local businesses should follow suit. Eventually, the ASAP service will be available across the entire United States.

"The bottom line is that ASAP works," Carr said. "We just need to keep getting the word out so this service can be utilized by as many people as possible."

[More Info](#)

Fairfield Burglar Ordered To Pay For Oakland Couple's Home Alarm

8.26.13 - Portland Press Herald – Betty Adams

AUGUSTA — A burglar must foot the bill for a security system his victims installed after the burglary so they could feel safer.

Part of the restitution ordered for Brandon M. Rimes, 26, of Fairfield is \$600 for the installation of the alarm system. Rimes, who had pleaded guilty Aug. 6 in Kennebec County Superior Court to burglary, theft by unauthorized taking or transfer and criminal mischief, was sentenced today to three years in jail, with all but eight months suspended and two years' probation. The sentencing hearing was in the same court. Rimes also must serve an additional four months in jail once the initial period of incarceration is finished.

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Justice Michaela Murphy ordered Rimes to pay \$1,042 in restitution for the items stolen in addition to \$600 for the alarm system.

Rimes and a co-defendant sentenced earlier, Jason Horne, burglarized the Oakland home of Charlotte, 88, and Del Lovejoy, 89, on Dec. 6, while the couple slept. Rimes and Horne lived across the street from the Lovejoys. Conditions of probation ban Rimes from being on Summer Street. "I'm still upset; I'm still scared to death," Charlotte Lovejoy said today, after learning of Rimes' sentence. "I don't expect to get my money back. I'd like to get my peace of mind back. I'm not going to get that back either."

Lovejoy said she now sleeps with a hearing aid in so she can hear the alarm if it goes off. She said her husband has Alzheimer's disease. "You can't explain to anybody (the feeling of knowing) that people were in your house and you were sleeping and didn't hear it, to think you get up in the morning and your house is stripped." Among the items stolen were Christmas presents the Lovejoys had bought for their family. The community responded at the time with donations to help replace the items.

Rimes' attorney, Thomas Tilton, said he had hoped Rimes could stay in the county jail system.

"That was ultimately the result we were looking for," Tilton said. "This was his first charged crime. He's been extremely remorseful. I think the judge made a good call in keeping him out of prison." Sentences longer than nine months are usually served at a prison rather than in a county jail. Tilton said Rimes apologized to Charlotte Lovejoy at the hearing at which he pleaded guilty. "It's a heinous crime," Tilton said. "He needed to be punished. But I think the judge was very fair." District Attorney Maeghan Maloney, whose office prosecuted the case, said, "I would have preferred that he be sent to state prison, and that's what my office was pushing for, but I respect and understand the judge's decision." Horne was sentenced Jan. 9 to eight years in prison with all but three years suspended and three years' probation. [More Info](#)

Sheriff's Deputies Use Geographic Profiling To Catch A Cat Burglar In Florida

8.22.13 - WFTS-TV

Deputies in Pasco County arrested a man they say may be behind more than 29 burglaries in one neighborhood.

Pasco Detectives believe 42-year-old Shawn Culver is responsible for a series of break-ins around Lake Christina. "He typically stole purses, wallets, bags, and small electronics which tended to be in bags or nearby," Detective Jennifer Zoccoli of the Pasco County Sheriff's Department said.

According to detectives Culver made his way inside through sliding glass doors. The scary part, he targeted homes with people sleeping inside. "A cat burglar is especially bad. Why? Because it's putting a criminal within inches of a sleeping victim," Lieutenant Brian Prescott said.

What made this case different is how Culver was caught. Sheriff detectives combined modern day technology with old-fashioned police work. The technology, geographic profiling. "Essentially what that is, is a special analysis of linked series of crimes to determine a bad guy's hunting pattern," Lieutenant Prescott said.

Geographic profiling works by taking a map of an area and calculating how crimes relate to where a suspect may live. The technology creates different color dots, each representing a different probability of where a suspect may live or be hanging out. As the different colored dots become closer together in one area, the higher the probability is the suspect may be in that area.

"We were pretty dead on. We had it narrowed down to about 70, 80 houses of where the suspect lived," Lieutenant Prescott Said.

Geographic Profiling also helped detectives figure out Culver's hunting pattern, and helped them place detectives in those areas. "He hit right where we had a deputy posted, so you can't get any more accurate than that," Sergeant William Lawless said.

Sheriff's detectives believe Culver may be responsible for other burglaries and are still investigating.

[More Info](#)

NFFF Promotes Alarm Pledge for Residential Fire Safety

9.11.13 - [FireEngineering.com](#) –

One click can make a difference in the lives of your loved ones and the [firefighters](#) who protect your community. The national campaign, "Be a Hero, Save a Hero," led by the [National Fallen Firefighters Foundation \(NFFF\)](#) with support from [Kidde Fire Safety](#), encourages everyone to reduce the risks that firefighters face to protect their communities. The main aspect of the campaign is the Alarm Pledge which calls for homeowners to ensure their homes have up-to-date and working fire [safety equipment](#) and that their families practice a home fire escape plan.

Firefighters and the public can go to [www.alarmpledge.com](#) and share the pledge on Facebook or Twitter. For each person who takes the pledge and "Likes" or "Tweets" about it, Kidde will donate \$1 to the [National Fallen Firefighters Foundation](#) and Help the Good Guys, up to \$10,000 to each organization.

"Properly working smoke alarms and a home fire escape plan keeps residents and firefighters out of harm's way," said Chief Ronald J. Siarnicki, executive director of the [NFFF](#). "We are very pleased to partner with [Kidde](#) on this important public safety program."

The Be a Hero, Save a Hero campaign launched last November with a multi-faceted campaign surrounding the CMA Music [Awards](#) in Nashville. A public service announcement featuring country music singer and former American Idol finalist, Bucky Covington, premiered that evening on the ABC broadcast while [fire service](#) leaders attended the press event at the downtown Nashville [fire department](#). More than 20,000 Facebook fans 'liked/shared' the pledge during the efforts' social media campaign, which was awarded a PR News' Social Media Icon Awards for 'Social Good Campaign.' "Firefighters put their lives on the line every time they answer a call, and the risk increases if they have to enter a burning home to rescue those inside," said Neal Zipser, community affairs manager for [Kidde](#), the leading manufacturer of fire safety products. "By doing what we can to raise awareness of the Alarm Pledge, we hope that more people will equip their homes with the latest fire safety [technology](#), such as new [smoke alarms](#), in order to give themselves an early warning when a fire is detected."

The groups continue to raise awareness this year with a national radio public service announcement, voiced by country superstar Kix Brooks, an event at the CMA Fan Festival in June as well as interactions at industry fire shows and monthly Facebook campaigns

[More Info](#)

News on Door to Door Sales

Courtesy of NESAs

- **LA: Door-to-door salesmen working in Bossier Parish now need permits**
8.22.13 - KTAL - He said a man was trying to sell alarm systems to neighbors and lied, saying there had been several burglaries in the area. Alderman's next door neighbor told ... [More Info](#)
- **NJ: Vineland warns of door-to-door scams**
8.30.13 - Daily Journal - Report any issues regarding door-to-door solicitations to police at (856) 691-4111 or the Department of Licenses & Inspections at (856) 794-4000, ext. 4645. • Try to provide information on the person's vehicle, clothing, physical description and license tag number... [More Info](#)
- **NM: Thieves posing as security company representatives**
8.21.13 - KOB.com - "Beware of door-to-door sales people pressuring you to switch alarm companies." That's a voicemail sent by one of the country's biggest security companies to ... [More Info](#)
- **NS: Residents warned of door-to-door sales tactics**
8.15.13 - Hants Journal - Some users of this Seniors Connect medical alarm technology may soon learn the ... Some contracts signed with a company that sold medical alarm systems in ... [More Info](#)
- **ON: Police warn of alarm system imposters in Niagara**
8.18.13 - Welland Tribune - Police suspect the men were casing homes to get a layout of the interior and exterior, find out if there is an alarm system and see if there are animals. [More Info](#)

- **ON: Police warn the public to be aware of ADT alarm system imposters**
8.19.13 - What's On Thorold - Police suspect these currently unidentified individuals are in all actuality casing homes to look and see if there is an existing alarm system installed and ...[More Info](#)
- **SK: Company urges province to crack down on door-to-door scammers**
9.13.13 - Global Saskatoon - AlarmTek pushes the provincial government to impose stricter laws after hundreds in Saskatchewan duped by an alarm company scam. [More Info](#)
- **SK: Hundreds scammed by fraudsters posing as security company**
8.16.13 - Globalnews.ca - Saskatoon - A number of Saskatoon residents are angry after being scammed by people posing as alarm company representatives. When Travis Kieluk ... [More Info](#)
- **TX: Door-to-Door Salesman Scare Basin Residents; Company Says No ...**
8.20.13 - Permianbasin360 - Door-to-Door Salesman Scare Basin Residents; Company Says No Cause For Alarm. Several rumors are ... [More Info](#)
- **TX: The Woodlands Township: Solicitation warning**
8.20.13 - Woodlands Online, LLC - Residents have recently reported a solicitor(s) coming to their doors stating that their alarm company is upgrading alarm systems in the area. One of the ... [More Info](#)
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Public Safety Updates

Courtesy of NESAs

- **AK: Police calls for Sunday, Aug. 18, 2013**
8.18.13 - Juneau Empire - Upon arrival, met with a store manager and the alarm was found to be in trouble mode. Found water pouring onto the floor around the auxiliary dry system. [More Info](#)
- **AZ: Opinion: False alarm ordinance is wrong for Surprise**
8.24.13 - YourWestValley.com - I have been participating with the efforts to develop amendments to the false alarm ordinance for Surprise. Surprise PD reports that they respond to an average ... [More Info](#)
- **AZ: Prescott Valley council to discuss false alarms**
8.14.13 - Prescott Daily Courier - In fact, the PV Police Department has responded to approximately 1,200 calls for burglary and robbery alarms from homes and businesses each year over the ... [More Info](#)
- **BC: Home false alarms keep Oak Bay police busy**
8.27.13 - Victoria News - Police responded to 17 false alarms at Oak Bay residences this past week, said Dept. ... Homeowners with alarm systems are reminded to review their system ... [More Info](#)
- **CA: 97% of burglar alarm calls are false in Manteca**
8.13.13 - Manteca Bulletin - You pay a premium price for what you think is peace of mind when it comes to the security of your family and your home. That shiny new security system ... [More Info](#)
- **CA: Hollister police, code enforcement encourage alarm registry**
8.27.13 - The Salinas Californian - The Monterey County Office of Education opened the new technology-based Millennium Charter High... [More Info](#)
- **CA: Police remind residents to register alarms**
8.26.13 - The Pinnacle - Due to a spike in the number of false alarm reports in the city, Hollister's code enforcement division and police department are reminding residents to register their alarms to eliminate false reports. [More Info](#)
- **CA: Whittier cracks down on false alarms**
8.23.13 - Los Angeles Wave Newspapers - Whittier — Laws calling for tougher restrictions on false burglar alarms and improper use of city benches or public areas will take effect in mid-September ... [More Info](#)
- **GA: Atlanta residents, businesses must register burglar alarms**
8.20.13 - Atlanta Intown - Atlanta residents and businesses are now required to register their security and burglar alarm systems. In 2012, the Atlanta Police Department ... [More Info](#)
- **GA: Cities begin registration of home, business alarms**
8.12.13 - Reporter Newspapers - The cities of Atlanta, Sandy Springs and Dunwoody are rolling out registration programs as part of recently adopted false alarm ordinances. [More Info](#)

- **GA: Johns Creek alarm fines begin**
9.1.13 - WXIA-TV Atlanta - If you don't register your burglary alarm in Johns Creek, you could be risking a \$100 fine starting September 1st. [More Info](#)
- **GA: New fees slated for fire marshal inspections**
8.18.13 - Daily Tribune News - The false alarm charges, which go up to \$500 for the sixth and any subsequent false alarms, was something Cox emphasized. "What we're after, what we're ... [More Info](#)
- **GA: Sandy Springs open house will address alarm registration questions**
8.12.13 - Reporter Newspapers - People who live Sandy Springs and have questions about registering your alarm under the city's new false alarm ordinance should visit city hall ... [More Info](#)
- **IL: Changes proposed to false alarm fees**
8.28.13 - The Galesburg Register-Mail - Galesburg - While many would breathe a sigh of relief when a fire call is determined to be nothing more than a false alarm, few might be aware of the costs fire departments incur during such a response. An example is a response like that took place Monday morning at Galesburg High School, which was ultimately deemed a false alarm. [More Info](#)
- **LA: Police: Burglar alarms often false**
8.18.13 - Houma Courier - A striking majority of home and business burglar alarms are false alarms, but law enforcement agencies treat them all as if there is a crime in progress. [More Info](#)
- **MD: Navigating the influx of security data**
8.29.13 – Security Info Watch - Baltimore Police Lt. Samuel Hood III discusses how the city leverages technology for public safety [More Info](#)
- **MD: New Md. smoke alarm laws for homeowners**
8.22.13 - WTOP-All smoke alarms have expiration dates, not just the batteries inside them. ... If you have a feeling your smoke alarm is older than the Pixar movie "Finding Nemo ... [More Info](#)
- **MD: Non-emergency calls plague Owings Mills Volunteer Fire Company**
9.13.13 - Baltimore Sun - ... do not want to sleep over at the company given the number of "false" calls. ... One is the design of the "alarm" button, located in a unit's bathroom next to the ... [More Info](#)
- **NJ: Register alarms with Franklin Lakes Police Department**
8.22.13 - NorthJersey.com - The Franklin Lakes Police Department has issued a reminder to residents and business owners that alarm systems must be registered with the police ... [More Info](#)
- **NJ: Westwood to update code on malfunctioning alarms**
8.27.13 - NorthJersey.com - Westwood officials are considering changes to a code governing malfunctioning smoke or burglar alarms at commercial properties in the borough. The current ... [More Info](#)
- **OH: Too many false alarms now costly in Conneaut**
8.28.13 - Star Beacon - Faulty alarm systems could prove costly in Conneaut, thanks to a new law approved by City Council. [More Info](#)
- **TX: From the City of Tyler**
8.14.13 - KLTV - The Police Department will also raise alarm permit fees from \$30 to \$50 per year. Efforts to retain the City's trained workforce include a 4 percent increase in pay ... [More Info](#)
- **VA: Officials Say False-Alarm Efforts Are Paying Dividends**
9.13.13 - Sun Gazette - The Fairfax County government's False Alarm Reduction Unit (FARU) is working to reduce incidents of false alarms by registering alarm users, imposing ... [More Info](#)

Industry News

Courtesy of NESAs

- **Dealers Seeing More Opportunity in Higher-End Home Automation**
8.22.13 - CEPro - Early results from CE Pro's latest home automation survey suggest integrators see more new opportunities at the higher end of home control, but mainstream automation looks promising as well. [More Info](#)
- **Today's technology makes burglar alarms 'smart'**
9.9.13 – Security Info Watch - Selling residential alarms are a huge scam that many people fall for... [More Info](#)

- Canary device still hot sales item**
 9.11.13 - Security Systems News - New York - Canary, a New York City startup that recently raised nearly \$2 million through crowd-funding for what it calls "the first smart home security device for everyone," says so many additional customers still want the device that it launched a more traditional sales campaign on its website yesterday. [More Info](#)
- Fallen And Can't Get Up? These New Sensors Have Already Sounded The Alarm**
 9.1.13 - Fast Company Magazine - In the early 1990s, the medical alarm company LifeCall ran commercials that immortalized the phrase: "I've fallen and I can't get up!" (with a little help from Steve Urkel). But the fact is that these alarm pendants and other devices that the elderly wear to alert the outside world when they've taken a spill aren't always effective. One in three elderly people over the age of 65 falls each year ... [More Info](#)
- Automated homes go beyond burglar alarms**
 9.15.13 - San Antonio Express-News - The San Antonian grabbed his laptop and with a few keystrokes he was able to turn on the lights, shut off the alarm and monitor the security cameras at his far North Side home. A typical entry-level system starts at about \$5,000, which might cover automating the lights, alarm and heating and cooling systems. More extravagant homes have their pools, spas, sprinkler systems, door locks, window ... [More Info](#)
- ADS acquires accounts from Ga. alarm dealer**
 8.16.13 - SecurityInfoWatch - ADS Security announced this week that is has acquired the customer accounts of Savannah, Ga.-based Security Services, Inc. The acquisition marks the second ... [More Info](#)
- Security Partners expands to San Antonio with company buy-out**
 8.16.13 - San Antonio Business Journal - Response Center USA offers bilingual monitoring services of burglar and fire alarms and video alarms to thousands of residential and commercial customers ... [More Info](#)
- Vivint Selling Super-High-Speed Wireless Broadband Door-to-Door**
 8.16.13 - CePro - After acquisition of Smartrove, Vivint is offering 50 Mbps upstream/downstream wireless broadband for \$55/month in addition to security, home automation, solar power - all sold door-to-door; [More Info](#)
- Worcester Security Firm Acquired**
 8.22.13 - Worcester Business Journal - Arlington-based American Alarm and Communications Inc. has acquired Sentinel Security Systems, a Worcester company that's provided home security ... [More Info](#)
- Vector Security Launches Retail App**
 8.27.13 - RetailSolutionsOnline - Vector Security launches a new app for national retailers that brings customer-requested functionality to mobile devices. The new iOS mobile app was developed to complement the company's existing InSite Web-based product. [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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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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