



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink December 2006

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Happy Chrismakwanzukkah!

The FARA Board would like to wish everyone a safe and happy holiday season and a wonderfully prosperous New Year!

We hope you are able to celebrate the holiday(s) of your choice with family and friends and enjoy the Holidays and the New Year to the fullest.

Happy Holidays from: Norma Beaubien, Jim Cogswell, John Moorhouse, Steve Heggemann, Gerry Miller, Stan Hanson, Kathleen Schraufnagel, Kerri McDonald, Sally Shaffer and Brad Shipp.



Kansas Regional Training Well Received

Public safety, security and retail professionals gathered in Overland Park, Kansas to learn how to develop and implement a successful alarm management program. Instructors Jim Cogswell and Norma Beaubien led the program over two days of lecture, Q&A and exercises.

Participation was outstanding and many great ideas were shared. Evaluations received at the end of the course were extremely positive and included statements such as, "The depth of information was outstanding. The open discussions and exercises made student involvement fun." A recurring theme from students was the invaluable networking opportunities the course presented to them.

We all get caught up in our day-to-day work and often can't or don't take the time to meet with others involved in alarm management to talk about new programs, problem and successes. This course provides plenty of time for that all-important networking to occur.



The training was made possible through sponsorships from SIAC, KESA, KCBFAA, Atronic Alarms, Inc., Rampart Security, Sonitrol, Jade Alarm Co., Alert of KC Security Systems and Edgar Security Systems, Inc. FARA is greatly appreciative of the wonderful support exhibited by our many sponsors.



The regional training course is an intensive two-day course, which is designed to teach attendees how to design, adopt, fund and implement a successful alarm management program. Various topics include common terms, determining the scope of the problem, false alarm causes and solutions, benefits of alarm management, successful programs, available resources, false alarm tracking and billing software needs and communication, among others. If you would like to host a regional training course in your area, please contact Stan Hanson, Chair, Training and Certification Committee at hansos@palmbayflorida.org.



Verified Response in Dallas Receives Mixed Response

Dec 7, 2006, DALLAS -- The Dallas Police Department says the city's verified response policy is successfully reducing the number of alarm dispatches and freeing up police resources, according to a local television news report.

Police say the number of alarms calls dropped from 49,355 in March 2005 to 30,576 in November 2006. The North Texas Alarm Association (NTAA), however, insists those numbers by themselves do not accurately reflect the full impact of verified response on crime. According to CBS 11 News, Chris Russell of NTAA said 2006 saw a 3-percent increase in business burglaries. Under verified response, police respond to a Dallas business alarm only after the owner has confirmed the legitimacy of the alarm. The city, Russell said, had no right to advertise the success of verified response.

In the hope of eliminating the policy, next year the alarm industry will attempt to put verified response on the city ballot, CBS 11 News reports.

Entry Deadline Nears for False Alarm Reduction Award Program

The 2007 Police Dispatch Quality (PDQ) award program is accepting entries through December 31, 2006. The prestigious award is intended to promote and celebrate collaboration between police departments and installing and monitoring alarm dealers in reducing the number of false alarms and dispatches. Pittsburgh-based Vector Security captured the 2006 award (see May 2006 issue of Security Sales & Integration).

Security Sales & Integration and Honeywell Security are co-sponsors of the PDQ Award, along with the Security Industry Alarm Coalition (SIAC) and the False Alarm Reduction Association (FARA).

Examples of police department and security company cooperation are being collected to help create best practices guidelines in the PDQ program, and dealers and integrators are invited to share their winning stories. The best overall collaboration will be honored with the North American PDQ Award for 2007.

The winning alarm company will be recognized in a hometown ceremony along with a local law enforcement representative and receive \$1,000 to travel to Las Vegas for next year's ISC West to receive their award at the 2007 SAMMY Awards. SSI will also honor the victorious company with an article in the magazine.

For more information and to download an application and the "Getting Started" guide, visit www.siacinc.org or www.faraonline.org.

Police Chiefs Association Urges Support for New Alarm Panel Standard

IACP urges cities, counties to adopt requirements for new CP-01 standard to help reduce false alarms

By Geoff Kohl, editor
SecurityInfoWatch.com

The International Association of Chiefs of Police (IACP) has passed a resolution that encourages local ordinance writing authorities such as city and county councils to adopt a new standard for alarm control panels.

The organization, which has been heavily lobbied by the alarm and security industry, is urging counties and cities to adopt ordinances that would require the SIA CP-01 standard for panels. The CP-01 panel standard has been touted as reducing false dispatches, though the standard has not yet been heavily adopted across the manufacturing community.

The CP-01 design standard would require panels to "cover event recognition, information handling sequences, as well as provisions for system layout testing", according to SIAC, an alarm industry group in favor of the new standard. According to SIAC, the new standard also would require installers to use specific programming and testing procedures.

"The CP-01 standard has proven to be successful in reducing false dispatches," said SIAC's executive director Stan Martin, in an announcement supporting the new standards. "Now we just need to get more people to adopt it. Support from the IACP shows this is not just an alarm industry initiative. Both the alarm and law enforcement industries want to reduce false dispatches and we know this is one of the best ways to do it."

Martin added that, "In addition to proper user training, it's the best long-term solution to reducing user error."

SIAC has a copy of the IACP resolution and information on the CP-01 standards available from its website at www.siacinc.org.

Featured Bulletin – Consumer Security System Operation Reminders

Once alarm users are comfortable with their security system, it becomes a regular part of daily life. As such, alarm users forget how changes in their day-to-day living can adversely affect how the system works or the ability for them to be contacted in an emergency situation. This bulletin lists the most important information to review from time to time to ensure that the system always provides optimum performance.

The full list of bulletins, which have been approved by the board, can be accessed on our web site at http://www.faraonline.org/html/consumer_tips.html

Sacramento Police Dog Nabs Suspected Burglar

Story by kcra.com

A Sacramento police dog took a bite out of crime Monday morning, leaving an alleged burglar in tears and with his pants down, authorities said.

Police said they arrested two men after receiving a burglary call at about 3 a.m. at Scofield's Furniture Warehouse at 675 S Street.

An alarm went off and officers got there in time to catch the suspects. They found one suspect outside and handcuffed him to a fence. The police dog sniffed out another suspect inside the building. Police said at least one other person got away.

Irving, Texas, Creates New Alarm Ordinance

New ordinance becomes effective Jan. 1, 2007, affects false alarm fees, permits

City of Irving, Texas

On November 16, 2006 the Irving City Council approved a revision to the existing municipal Alarm Ordinance. The new Alarm Systems Ordinance goes into effect on January 1, 2007 with an administrative thirty day non-enforcement "grace period" extending through January 31, 2007. This period is designed to allow for proper citizen notification and education on the new ordinance provisions.

Our newly drafted ordinance is aimed at curbing the growing burden of false alarm responses. The Irving Police Department responds to over 10,000 alarm calls annually. Over 98% of these alarm responses are false resulting in diverting valuable police resources from legitimate crime issues.

Additionally, the City of Irving has contracted with an outside alarm management company, ATB Services, to manage all alarm data processing, alarm billing and permit processing. You may see their name listed on materials and may also speak to their customer service representatives. They are conducting these transactions on the city's behalf.

Major Alarm System ordinance provisions are highlighted for easy reference;

Alarm system: Alarm system means a device that audibly or visually emits, transmits or relays a signal intended to summon emergency personnel of the city. Motor vehicle alarms, fire, smoke or water flow alarms are not regulated by this ordinance.

Permit required: All residential, commercial and multi family locations that have alarm systems are required to have a valid permit issued by the City of Irving. All alarm locations must possess a valid permit for the police department to respond to an alarm. Annual permit fee is \$50 per year, except permit holders sixty five years or older pay \$10 per year.

Permit duration: A permit is valid, unless revoked, from the date of issuance for one year. A permit will be

automatically renewed for a one year period upon receipt of annual fee, unless revoked or cancelled.

Duties of alarm company: On the installation or activation of an alarm system, an alarm company shall distribute to the occupant information summarizing the applicable state law, municipal ordinance relating to alarm systems, information on how to operate their alarm system and how prevent false alarms. Alarm system companies shall notify the police department of installations or activations within thirty days.

False alarm service fees: Holders of alarm permits shall pay false alarm service fees according to the listed schedule. No charge for 1-3 false alarm responses, \$50 service fee for 4-5 false alarm responses, \$75 service fee for 6-7 false alarm responses and \$100 service fee for eight or more false alarm responses during any twelve months.

Revocation of alarm permit: The Chief of Police may revoke an alarm permit if there is; any violation of the alarm ordinance, false statement in alarm permit application, an alarm system generates more than twelve false alarms in any twelve months or permit holder fails to pay any fee assessed under this ordinance. An applicant or holder of an alarm permit may appeal the Chief's permit revocation decision to the City Manager within ten days of receiving the revocation notice.

You may also obtain an alarm permit application or reference the Alarm Systems Ordinance in it's entirety at the Irving Police Department web site located at www.irvingpd.com. An alarm permit clerk may be contacted at 972.721.2684 for further assistance.

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Registration Packets Mailed for Dallas Training Symposium

Registration packets for FARA's 2007 Annual International Training Symposium were mailed to members on October 20, 2006. Only one packet per department was sent. If you have not yet seen your packet, please visit our web site at www.faraonline.org where you can view and print a copy. The FARA Board and Conference Subcommittee are very excited about the vast array of classes on tap for 2007 and we think you will agree that it is a symposium you can't afford to miss! So visit the web site now and put through your request to attend FARA's 2007 Annual International Training Symposium in Dallas April 23-27, 2007!

The Radisson Hotel Central Dallas is the host hotel for 2007. FARA was able to obtain a special room rate of \$85 per night. This incredibly low rate should allow more people to attend than might otherwise be able to, and you can make your reservations right on-line at www.faraonline.org. In order to ensure the reduced rate, you must make your reservations no later than April 2, 2007. We recommend, however, that you make your reservations early to ensure that you get in under the FARA block of rooms. Be sure to tell them you are with the FARA training symposium.

Board Seats Up For Election in Dallas

During the 2007 training symposium, we will elect a Vice President-Electronic Security (formerly called the 1st Vice President), Secretary, two At-Large Directors and an Associate Director. Any FARA member who has: been in good standing for at least one year; and attended at least one FARA Annual Conference; and served on one or more FARA committees, can be elected to any of the offices.

The current occupants of these offices are:

- 1st Vice President, Jim Cogswell, Leawood Police Department, KS
- Secretary, John Moorhouse, Alachua County Sheriff's Office, FL
- At Large Director, Kerri McDonald, Riverside Police Department, CA
- At-Large Director, Sally Shaffer, Loudoun County Sheriff's Office, VA
- Associate Director, Kathleen Schraufnagel, Brink's Home Security, TX

Members, who are interested in seeking a position as an officer or member of the Board, must submit a written request for consideration of candidacy for the particular office they are seeking along with a biographical

resume to the Secretary no later than ninety (90) days prior (January 25, 2007) to the commencement date of the annual FARA conference. The request for consideration of candidacy must include a brief statement as to why the member wants to hold the office being sought. All members, who fit the criteria, are encouraged to consider serving on the Board.

Nominations for FARA Achievement Awards Needed!

FARA is dedicated to honoring those in our profession, who have shown exemplary commitment to the reduction of false alarms and to establishing and maintaining positive working relationships among all parties involved. Are you proud of your alarm management program? Do you have a terrific success story to share? Do you want the world to know about it? If so, then tell us! Too often, the wonderful work done in False Alarm Reduction Units throughout North America goes unnoticed. We want to recognize your efforts and provide you with a wonderful plaque you can display in your office to show others how significant your accomplishments are. How would you like to be able to return from Dallas with a coveted Achievement Award that you can share with your Chief or Sheriff? (Attendance at the training symposium is **not** required for nominations to be considered.) Let us help you advertise your success.

Please send in your nominations for FARA's False Alarm Reduction Achievement Awards. Feel free to nominate your own agency/company or others. Both public safety and associate members can submit nominations for any category listed below. All submitted nominations will be provided to the attendees in Dallas. All attendees will then cast a vote on who their favorite is in each category. As such, your nomination should contain sufficient information to allow those voting to understand what the accomplishment is and how you were able to achieve it. You may use narrative, charts, graphs or any combination of the three. Please limit your nomination to no more than four (4) pages in length. The Achievement Awards will be presented during the Dallas training symposium.

- **Public Safety False Alarm Reduction Achievement Award:** This award is presented to the public safety agency that has an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **Industry False Alarm Reduction Achievement Award:** This award is presented to an individual alarm company that has implemented and sustained an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **FARA Achievement Award:** This award is presented to an individual, company or association that has demonstrated significant or meaningful contributions toward the FARA mission.

We know that great things are being done by public safety and alarm industry alike to combat false alarms. Tell us what you have done and let us help you get the recognition you deserve with an Achievement Award. Nominations must be submitted on or before April 13, 2007 to be considered. Please submit your nominations to FARA c/o Brad Shipp at bradshipp@4yoursolution.com. or via fax at 301/519-9508.

Nominations Needed for FARA Public Safety and Associate Members of the Year!

The FARA Norma C. Beaubien Public Safety and W. Rex Bell Associate Member of the Year Awards are the highest honor FARA gives to deserving individuals, who demonstrate a significant commitment and contribute the most to their department or company, the community and to FARA. Do you know anyone who fits this bill? Please tell us and let us honor them with these coveted awards. Once again, both public safety and associate members can submit nominations for either category. Please submit your written nomination detailing the reasons you believe the individual nominated deserves such an award. Please limit your nomination to one (1) page or less. Submit your nominations to FARA c/o Brad Shipp at bradshipp@4yoursolution.com. or via fax at 301/519-9508 no later than March 23, 2007.

Take Advantage of FARA Grant Opportunity to Attend Training Symposium

The Security Industry Alarm Coalition has provided FARA with funding for grants to cover the registration fee for the training symposium. Your ability to receive the grant, valued at \$349, could be the difference between your training or executive staff approving or denying your request to attend! The grant application will only take a minute or two to complete, so what have you got to lose? You can download the grant application at <http://www.faraonline.org/grantapplication.pdf>. Under the terms of the grant, you agree to attend the training provided at the symposium and you must submit written approval from your department to attend. That's it! If you have any questions about the grant application or process, please contact FARA's Executive Director at bradshipp@4yoursolution.com or at 301/519-9237.

Sponsorships Available for Training Symposium

In the past, we have been very fortunate to receive sponsorships, which allow FARA to provide free breakfasts, numerous lunches, and break-out snacks and refreshments, as well as symposium handouts and programs. It is through this generous support that we can keep costs down and allow many more alarm management professionals to attend than would otherwise be able. Sponsorship opportunities for the 2007 Annual International Training Symposium are available and we are grateful for any support you can offer. To learn more about how you can help or become a sponsor, please review the sponsorship opportunities in the training symposium registration packet or contact Brad Shipp at 301/519-9237. All FARA members are thankful for your continued support.

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 managers 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 law enforcement, the alarm industry and the alarm users.

Contact Us

False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
Email: info@faraonline.org
<http://www.faraonline.org>

Comments and suggestions regarding FARA's InfoLink are both encouraged and welcomed. If you would like to submit an article for publication, or if you have any questions or concerns about this newsletter, please contact

the FARA Board of Directors at 301/519-9237, or by e-mail at: info@faraonline.org

Submitted articles in this newsletter are the expressed opinions of the authors and do not necessarily reflect the opinions of the Officers and Directors of FARA.