



InfoLink

Information for Public Safety False Alarm Reduction Professionals

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Vector Security Wins First-Ever PDQ Award!

The Police Dispatch Quality (PDQ) Award is presented to the security company that demonstrates outstanding collaborative efforts to reduce unneeded public safety dispatches while providing superior service to the customers and communities it serves. The PDQ Award was created by the False Alarm Reduction Association (FARA) and the Security Industry Alarm Coalition (SIAC) to promote partnerships in public safety and to recognize those companies that understand the impact of false alarm responses on all parties involved and develop comprehensive programs to reduce or eliminate false dispatches.

The 2006 PDQ Award winner is Vector Security, Inc., and specifically their Columbia, Maryland office. Vector Security provided the PDQ Judging Panel with an excellent, detailed submission, which reflects their company-wide commitment to reducing false alarms to which public safety responds. Just a few of the measures they employ include installation of SIA CP-01 compliant control panels, which are proven to reduce false dispatches; voluntary implementation of Enhanced Call Verification (ECV) whereby they make two calls in an attempt to verify the validity of an alarm signal before requesting public safety dispatch; creation of "false alarm schools" for their customers; utilization of false alarm awareness bulletins in English and Spanish; and distribution of monthly newsletters that contain articles on the importance of correctly using the alarm system. They have developed an integrated approach to false alarm reduction with every segment of their company; i.e., sales, installation, service, monitoring and management, bearing responsibility for seeking and implementing solutions. Vector employs dedicated staff, who make contact with every customer that experienced a false dispatch in an effort to determine and rectify the cause whether it be service or user related.

The PDQ Award winner receives one all-expense paid trip to the award ceremony, which takes place in Las Vegas at the International Security Conference West. Vector will also be highlighted in future issues of Security Sales & Integration Magazine. Finally, Vector will receive local recognition of their outstanding, innovative efforts through an award presentation in Maryland.

FARA President, Norma Beaubien, remarked, "Vector Security is to be congratulated on their voluntary, consistent, and sustained false alarm reduction efforts over the past several years. They truly embody everything we looked for and are richly deserving of the PDQ Award."

Alarm Management Committees Established In Tennessee and Georgia

By Glen Mowrey, SIAC

The Georgia and Tennessee Police Chiefs Associations, respectively, have formed partnerships with the Georgia and Tennessee Burglar and Fire Alarm Associations and have established an Alarm Management Committee for each state. The Presidents of both Chiefs Associations have appointed members from their Associations and the Alarm Industry to serve on the standing committees. The work in establishing the committees was facilitated by the Security Industry Alarm Coalition (SIAC) working in partnership with the leadership of the Chiefs Associations and driven by the need to develop sound alarm management programs within both states. The committees are charged with the responsibility of researching alarm management issues and making recommendations to their Executive Boards and the General Membership for adoption of effective strategies by local agencies. The ultimate goal is to provide options for police executives to reduce alarm dispatches and enhance their community's safety through better use of department resources. Many of the strategies being considered include those developed jointly by SIAC and the IACP's Private Sector Liaison Committee and contained in the National Burglar and Fire Alarm Association (NBFAA) and the False Alarm Reduction Association's (FARA) Model Ordinance, i.e.: registration guidelines, graduated fine structure, new equipment standards, suspension of response to chronic abusers, and in-house or outsourced billing and tracking components.

As the result of the committees' first meetings both are recommending to their associations the adoption of an Enhanced Call Verification (ECV) Resolution which would mirror the Resolution adopted by IACP during the 109th Annual Conference. Enhanced Call Verification (also referred to as Multiple Call Verification), initiated by the alarm industry, urges alarm companies and central stations, to make two or more calls to the premises and/or the alarm users prior to requesting police dispatch. The Resolution encourages jurisdictions to adopt departmental policies and/or local ordinances mandating ECV procedures. Over the past 18-months, jurisdictions that require ECV procedures have seen significant reductions in alarm dispatches.

Also, the committees' are charged to research legislative issues related to public safety and the security alarm industry. An example is Georgia's need to introduce legislation to establish and regulate licensing requirements for alarm dealers and installers.

Georgia Association of Chiefs of Police President Louis Dekmar, stated, "I have established the Alarm Management Committee, chaired by Fourth Vice President Stacey Cotton, and consisting of law enforcement and alarm industry leaders to help find ways to implement alarm reduction programs in Georgia". According to Chief Cotton, "the committee is preparing a recommendation to present to the Board for the adoption of the Model Ordinance for the State of Georgia". Committee Member Bonnie Bradley, General Manager, Bowman Security Systems, stated, "This is a wonderful opportunity for the alarm industry to work in partnership with Georgia's Police Chiefs".

Chief Lee Reese, Chair of Tennessee's committee commented, "The work of this committee will not only have far reaching effects in developing alarm reduction programs, but also in building strong partnerships with the alarm industry." Chief Reese continued, "I am pleased with the committee, the charge that has been given to us, and the impact we can have on the issue of false alarms". Paul Owen, Committee Member and Vice President, ADS Security, stated, "The Tennessee alarm industry is looking forward to working in concert with the Tennessee Association of Chiefs of Police, and we should have great resolve in dealing with the critical issue of false alarms".

"Tennessee and Georgia are great examples of law enforcement leadership, the alarm industry and SIAC working together...and there is a great deal of positive energy among the committee members" stated Glen Mowrey, Retired Deputy Chief, and a National Law Enforcement Liaison, SIAC. According the Stan

Martin, SIAC's Executive Director, "The primary mission of SIAC is to work with local and state law enforcement agencies and the alarm industry in finding viable solutions to alarm management issues...and we are very pleased with the partnerships that have developed with the Tennessee and Georgia Police Chiefs Associations"

For additional Information contact, Glen Mowrey at glen@siacinc.org, Stan Martin at stan@siacinc.org or call the SIAC office at (972) 377-9401, or Beth Currier at currierb@theiacp.org

Bylaw Amendments Proposed

Any member in good standing may submit a proposal to amend or repeal any section of the bylaws. Any and all proposed change(s) shall be submitted to the Secretary at least 120 days prior (December 28, 2005) to the next regular membership meeting. The following changes were considered by the Board of Directors at the 2005 Mid Year meeting and are submitted to the members for consideration.

1. Change Law Enforcement to Public Safety

Change the words "law enforcement" to "public safety" throughout the document to better reflect member responsibilities; i.e., burglar, fire and medical alert alarm management.

2. Article 4- Directors

a. Designate existing Vice Presidents as Vice President Electronic Security and Vice President Fire Alarms

Designate the existing 1st Vice President as Vice President Electronic Security. Designate the existing 2nd Vice President as Vice President Fire Alarms. The Designations will take effect as positions are filled after the bylaws are adopted.

b. Allow flexibility in requirements for office

Allow the Board to waive the requirements for candidates in Section 3 of the bylaws by a two-thirds vote if no candidates meeting the requirements come forward.

Section 3. Nomination and Election of Officers and Directors:

A. Nominations or Declarations for Office: Candidates for Officers and Directors shall be taken from members who have:

- *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.*

c. Rename existing Associate Director and add Fire Alarm Industry Associate

Designate the existing Associate Director as Electronic Security Associate Director and add a Fire Alarms Associate Director to the Board of Directors. Associate Directors shall be elected by a vote of all associate members as opposed to restricting the vote on the Electronic Security Associate Director to electronic security associates and restricting the vote on the Fire Alarm Associate Director to fire alarm associates.

d. Add Vendor Associate Director

Add an Associate Director to represent vendor members. Associate Directors shall be elected by a vote of all associate members as opposed to restricting the vote on the Vendor Associate Director to vendor associates.

e. Add Director Emeritus Position

The board reviewed the following language for a Director Emeritus positions used in the Texas Burglar and Fire Alarm Association Bylaws and concluded that the concept and the language was a good idea.

TX Language- "The President upon approval of a majority vote of the Board of Directors may appoint one or more persons who in their opinion can make a positive contribution to the leadership of the association, to serve as Director Emeritus. The Director Emeritus will not have a vote but will have the right to fully participate in the discussion and deliberations of the board, will not count toward the establishment of a quorum and will serve until the term of the President expires. A Director Emeritus may be reappointed for additional terms at the discretion of the President and the Board."

3. Article 5 – New Section 3- Honorary Members

The board reviewed the following language for Honorary Membership used in the Texas Burglar and Fire Alarm Association Bylaws and concluded that the concept and the language was a good idea.

TX Language- "Honorary Membership may be conferred upon an individual by recommendation of a member of the Board of Directors and upon the majority vote of the Board of Directors. Honorary Membership shall be recommended for an individual who has performed meritorious service to the Corporation. Honorary members may attend meetings and receive the Corporation's Newsletter but shall have no voting rights, or hold office in the Corporation. Honorary members will not be eligible for any discounts through the Corporation."

4. Article 5 – New Section 3- Life Members

The board decided that a life member category should be created for persons who have made significant contributions over a long period of time. Life membership would be conferred by a two-thirds vote of the Board. Life members would have no vote, could not hold elected office and would not pay dues.

5. Article 6- Section 4 – Allow emergency teleconferences with less than 7 days notice

The board reviewed the following language for emergency meetings used in the National Electronic Security Alliance Bylaws and concluded that the concept and the language was a good idea.

NESA Language- “A minimum of seventy two hours of notice is required for a meeting unless such notice is waived by an affirmative vote of a two thirds majority of the members of the Board of Directors.”

6. Article 7 – Section 3 – Change Fiscal Year Term

In order to simplify accounting and tax filings, change the fiscal year to calendar year.

7. General Items-

- Change all references to the “conference” to “International Training Symposium”.
- The word “ex-officio” can be removed from the list of the members of the board in Article 4 Section 2.
- Election of the new board positions, if approved, will be staggered so that all associates are not up for election the same year.
- The Vice President with seniority will serve in the absence of the President.
- A list of when the bylaws are revised will be added to the end of the bylaws

A copy of the bylaws showing the proposed amendments is available on the FARA Web site.

Featured Bulletin - Voice over Internet Protocol (VoIP) New Way to Communicate – New Problems For Security Systems

The process of transmitting voice as digitized data used in VoIP has created an unreliable means of communication between security systems and monitoring centers. This bulletin provides an overview of the problems associated with VoIP, available partial solutions and what the future holds.

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

Time is Drawing Near for 2006 Training Symposium in San Francisco

Have you put through your request to attend FARA’s 2006 Annual International Training Symposium in San Francisco April 24-28, 2006? If not, NOW is the time to do so. Help us make this training symposium the best ever. We know that budgets are tight, but the information, contacts and training you will receive at the symposium will provide a ten-fold return on your investment. Where else can you meet public safety alarm coordinators from all over North America at the same time? Where else can you meet and develop working relationships with national and local alarm companies and associations? Where else can you attend a vendor show, where developers of software designed specifically to track and bill for false alarms are on site to help you navigate the muddy waters of managing an alarm program? The answer is: Nowhere! You will receive specialized training on alarm equipment, how it works and how to avoid false alarms; learn proactive steps that have been taken to manage the problem; learn how new technology can affect alarm system equipment; participate in real world exercises to resolve specific false alarm problems; and take a walk in the alarm user’s shoes and hear what it will take to change behavior, among other things. You do not want to miss this one-of-a-kind training opportunity.

The Hyatt at Fisherman’s Wharf San Francisco is the host hotel for 2006, and you can make your reservations right on-line at <http://fishermanswharf.hyatt.com>. FARA has reserved a block of rooms at the reduced rates of \$159 for single/double occupancy, \$184 for triple occupancy and \$209 for quad occupancy. In order to ensure the group rate, please make your reservations no later than April 2, 2006 and be sure to tell them you are with the FARA training symposium.

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 command staff approving 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.

Professional Certification Available at Training Symposium

FARA's one-of-a-kind professional certification exam will again be available at the upcoming training symposium in San Francisco. Obtaining FARA's Certified Alarm Manager status is very rewarding and demonstrates your expertise in the alarm management, coordination, preparation and implementation of a public safety false alarm reduction program. Certification is very important to a majority of public safety departments today, and FARA answered the call by creating this program especially for you. The examination fee for members is \$75 and \$500 for non-members. Don't miss out on this opportunity for you to show your supervisors and command staff that you have attained a level of expertise that certifies you as a Certified Alarm Manager. You may even use the professional certification program as a basis and/or justification to attend the training symposium, as you can't get it anywhere else! For more information, visit the web site at www.faraonline.org.

Sponsorships Still 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 2006 Annual International Training Symposium are still available and we are grateful for any support you can offer. To learn more about how you can help or become a sponsor, please contact Brad Shipp at 301/519-9237. All FARA members are thankful for your continued support.

Board Seats Up For Election in San Francisco

At this years training symposium, we will elect a President, 2nd Vice President, Treasurer and one At-Large 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:

- President, Norma Beaubien, Montgomery County, MD
- 2nd Vice President, Rex Bell, Huntsville Police Department, AL
- Treasurer, Steve Heggemann, Baltimore County Police Dept, Alarm Reduction Team, MD
- At-Large Director, Gerry Miller, Peel Regional Police, ON

As of the date for notification of intention to run for office specified in the bylaws (90 days prior January 26, 2006), only the incumbents have indicated their intention to run. 2nd Vice President, Rex Bell has indicated that he does not intend to run again.

We will accept nominations from the floor at the membership meeting for the 2nd Vice President position. Should the bylaw amendments be approved for the New Vendor and Fire Alarm Associate Director positions we will also be accepting nominations for these positions as well.

Members who are interested in seeking a position as an officer or member of the Board must submit, to the Secretary, a written request for consideration of candidacy for the particular office they are seeking along with a biographical resume to bradshipp@4yoursolution.com. The request for consideration of candidacy shall include a brief statement as to why the member wants to hold the office being sought.

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 San Francisco 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 San Francisco. 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 San Francisco 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. Previous winners of this award include the Huntsville Alabama Police Department and the Palm Bay Florida Police Department.
- **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. Previous winners of this award include ADT for voluntarily implementing Enhanced Call Verification and Guardian International, Inc. of Hollywood, Florida, also for their voluntary implementation of ECV.
- **FARA Achievement Award:** This award is presented to an individual, company or association that has demonstrated significant or meaningful contributions toward the FARA mission. Previous winners of this award include the Alarm Association of Florida for their positive efforts to support enhancements to the Miami-Dade alarm ordinance and the North Texas Alarm Association and Texas Burglar and Fire Alarm Association for their tremendous support of FARA's regional training program.

We know that great things are being done by public safety and alarm industry alike to combat false alarms. Tell us what you, or others, have done and let us help you get the recognition you deserve with an Achievement Award. Nominations must be submitted on or before **April 14, 2006** 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 Public Safety and 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 24, 2006..

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

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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

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.