

FARA Certified Alarm Manager Objectives

General Preparation & Definitions

1 Demonstrate an understanding of the false alarm problem and the groups that are working on the problem.

- 1.1 Identify how an understanding of FARA's mission and documentation can help establish and implement a false alarm reduction program.
- 1.2 Define a false alarm.
- 1.3 List the major causes of false alarms.
- 1.4 Cite the prime solutions to false alarms.
- 1.5 Cite the major impacts of false alarms.
- 1.6 Describe the objectives of the Police Dispatch Quality (PDQ) program.
- 1.7 Describe the objectives of the Installation Quality (IQ) Certification.
- 1.8 Describe the objectives of the Security Industry Alarm Coalition (SIAC).

False Alarm Reduction Strategies

2 Describe methods commonly employed to implement alarm management programs, including:

2.1 Implement Existing Ordinance

- 2.1.1 Cite the advantages of implementing an existing ordinance to start a program.
- 2.1.2 Cite the disadvantages of implementing an existing ordinance to start a program.

2.2 Permitting & Registration

- 2.2.1 Cite the advantages of requiring permits/registrations.
- 2.2.2 Cite the disadvantages of requiring permits/registrations.

2.3 Registration Fees

- 2.3.1 List the advantages of charging registration fees.
- 2.3.2 List the disadvantages of charging registration fees.

2.4 Fees or Fines for Abusers

- 2.4.1 List key considerations to include in your fine structure to encourage compliance.
- 2.4.2 List the advantages of Fees or Fines for Abusers
- 2.4.3 List the disadvantages of Fees or Fines for Abusers

2.5 Restricted Response- Internal Suspension Policy

- 2.5.1 Define Restricted Response.
- 2.5.2 List the advantages of suspending response to abusers.
- 2.5.3 List the disadvantages of suspending response to abusers.

2.6 Verification

- 2.6.1 Define verification.
- 2.6.2 List methods to verify or attempt to verify an alarm
- 2.6.3 Describe the impact of verification on false alarms.

2.7 Enhanced Telephonic Verification

- 2.7.1 Define Enhanced Call Verification (ECV).
- 2.7.2 List Enhanced Call Verification (ECV) methods.
- 2.7.3 Describe the impact of Enhanced Call Verification (ECV) on false alarms.

2.8 Education

- 2.8.1 List common methods to educate alarm users and alarm and public safety professionals.
- 2.8.2 Describe the impact of technician education on false alarm reduction.
- 2.8.3 Describe the impact of educating public safety professionals on false alarm reduction.
- 2.8.4 Describe the impact of user education on false alarm reduction.

2.9 Private or Verified Response

- 2.9.1 Define verified response.
- 2.9.2 List the advantages of a verified response policy.
- 2.9.3 List the disadvantages of verified response policy.

2.10 Public Safety Contact with Abusers

- 2.10.1 Identify the advantages of public safety outreach?
- 2.10.2 Identify the disadvantages of public safety outreach?

2.11 Billing Alarm Companies

- 2.11.1 Define Billing Alarm Companies for Fees and Fines.
- 2.11.2 Identify the advantages of billing alarm companies for fees and fines.
- 2.11.3 Identify the disadvantages of billing alarm companies for fees and fines.

2.12 Alarm Management Outsourcing

- 2.12.1 Define Alarm Management outsourcing.
- 2.12.2 Identify the advantages of Alarm Management outsourcing.
- 2.12.3 Identify the disadvantages Alarm Management outsourcing.

2.13 Broadcast and File

- 2.13.1 Define broadcast and file.
- 2.13.2 Identify the advantages of broadcast and file.
- 2.13.3 Identify the disadvantages of broadcast and file.

2.14 Alarm Business Licensing

- 2.14.1 List common requirements of alarm companies at a local level.
- 2.14.2 List common requirements of alarm companies at a state or provincial level.
- 2.14.3 Identify the advantages of alarm business licensing.
- 2.14.4 Identify the disadvantages of alarm business licensing.

2.15 Installation/Manufacturing Standards

- 2.15.1 Describe generally accepted standards for the various components of the alarm system.
- 2.15.2 Identify the advantages of installation/ manufacturing Standards.
- 2.15.3 Identify the disadvantages of installation/manufacturing Standards.
- 2.15.4 Describe the impact the SIA Control Panel standards can have towards false alarm reduction.

2.16 Criminal Sanctions

- 2.16.1 Describe how criminal sanctions are commonly implemented.
- 2.16.2 Identify the advantages of criminal sanctions.
- 2.16.3 Identify the disadvantages of criminal sanctions

2.17 Alarm Awareness Schools

- 2.17.1 Describe the objectives of an alarm user awareness school.
- 2.17.2 Describe the desired outcomes of an alarm user awareness school.
- 2.17.3 Describe the advantages of an alarm user awareness school.
- 2.17.4 Describe the disadvantages of an alarm user awareness school.
- 2.17.5 List key steps to implement an alarm user awareness school.

2.18 Acclimation Period

- 2.18.1 Describe what an acclimation period is.
- 2.18.2 Identify the advantages of acclimation period.
- 2.18.3 Identify the disadvantages of acclimation period.

2.19 Publish Alarm Business Dispatch Rates

- 2.19.1 Identify items to be considered when you implement a program rating the alarm companies in your municipality based on their number of false alarms.
- 2.19.2 Describe the value of rating the alarm companies in your municipality based on their number of false alarms.
- 2.19.3 Describe the disadvantages of rating the alarm companies in your municipality based on their number of false alarms.

2.20 Cancellation

- 2.20.1 Define alarm dispatch cancellation.
- 2.20.2 Describe the advantages of alarm dispatch cancellation.

Alarm Systems

3 Demonstrate a thorough knowledge of the alarm industry and alarm technology including ever-changing initiatives and uses/application of technology, including:

3.1 General

- 3.1.1 Identify the objectives of an alarm system.
- 3.1.2 Describe how an alarm system operates.
- 3.1.3 Describe the main components or technologies used in alarm systems and how they are used.
- 3.1.4 Contrast the rate of false alarms for commercial versus residential alarm systems.
- 3.1.5 List common entry/exit errors that lead to false alarms.
- 3.1.6 Identify the difference between the password that identifies an alarm user to their alarm company and a passcode that the user enters on the keypad to arm and disarm the system.
- 3.1.7 List the benefits of dual technology equipment.
- 3.1.8 Identify how Internet Phone or Voice Over Internet Protocol (VoIP) can impact an alarm system.
- 3.1.9 Define acronyms commonly used in the alarm industry (associations/equipment/etc.).
- 3.1.10 Identify how alarm companies can be proactive in customer service.
- 3.1.11 Identify issues alarm systems can have with thunderstorms, lightning and power outages.
- 3.1.12 Identify how battery backup impacts alarm systems.
- 3.1.13 Identify types of Audio Verification.

3.2 User Training

- 3.2.1 Describe what to tell your citizens if they set an alarm off by accident.
- 3.2.2 List the key things an alarm user should be told to do before they activate their alarm system.
- 3.2.3 Describe what consumers should do before leasing or purchasing an alarm system.
- 3.2.4 Describe the value of installation and customer checklists when an alarm system is newly installed.
- 3.2.5 List actions each alarm company should take with all of their customers before activating an alarm system.
- 3.2.6 Identify issues alarm users can have in apartments.
- 3.2.7 Identify issues alarm users can have with pets and rodents.
- 3.2.8 Identify issues alarm users can have with visitors, family, child care givers, domestic help, real estate agents, contractors or other employees.
- 3.2.9 Identify issues alarm users can have during holidays.
- 3.2.10 Identify issues alarm users can have when moving.
- 3.2.11 Identify issues alarm users can have when remodeling.
- 3.2.12 Identify issues alarm users can have when rearranging or moving furniture or acquiring new items.
- 3.2.13 Identify issues alarm users can have in springtime.

3.2.14 Describe why it is important for the alarm user to maintain contact with their alarm company.

3.3 Duress, Panic, Etc

3.3.1 Distinguish between a duress, panic, robbery and burglar alarm.

3.3.2 Cite advantages and disadvantages of duress alarms in a residential setting

3.3.3 Define a 1+ duress signal.

3.3.4 Describe how a 1+ duress signal is activated.

3.3.5 Describe the propensity for false alarms with a 1+ duress feature.

3.3.6 Identify potential problems with single-action panic buttons located on key fobs and pendants.

3.4 Mobile Security

3.4.1 Describe what a mobile security alarm is.

3.4.2 Identify the requirements of the Mobile Security Devices Model Ordinance.

3.5 Smoke Emitting Devices

3.5.1 Describe what a smoke emitting device is.

3.5.2 Identify reasons for regulation of smoke emitting devices.

Program Development

4 Demonstrate extensive knowledge of the principles and techniques of planning, formulating, analyzing and implementing program policies and strategies, to provide for a successful false alarm reduction program, including:

4.1 Research

4.1.1 Describe the common methods to determine your municipality's false alarm problem.

4.1.2 List key principles involved in a successful false alarm reduction unit.

4.1.3 Demonstrate a thorough knowledge of how national standards, state and local laws and regulations pertaining to alarm systems, installers and companies can provide the legal foundation for enforcement of false alarm reduction efforts.

4.1.4 List the costs that should be included to calculate the cost per hour of a false alarm response.

4.2 Determine goals.

4.2.1 Identify common goals of a false alarm reduction program.

4.3 Obtain support.

4.3.1 List key stakeholders to include in the formulation of your program.

4.3.2 Identify methods to obtain support from police chief/sheriff/fire chief.

4.3.3 Identify methods to obtain support from legislators.

4.4 Develop and pass a false alarm ordinance.

4.4.1 List key elements to include in your alarm ordinance.

4.4.2 List common challenges to passing an ordinance.

4.4.3 List key steps you can take to get your ordinance passed.

4.4.4 Describe the consequences of non-compliance that are commonly included in an ordinance.

4.5 Determine necessary personnel, start-up costs and timelines.

4.5.1 Outline the most significant tasks performed by a false alarm reduction unit.

4.5.2 List items to be considered in determining your total startup costs.

4.5.3 List criteria used to determine quantity and type of employees needed.

4.5.4 Compare the use of sworn vs. civilian personnel.

4.5.5 Identify the impact of provisions of your ordinance on personnel requirements.

4.5.6 Describe appropriate staff needed and main job responsibilities.

4.5.7 Describe minimum qualifications for various staff.

4.5.8 Describe the impact of alarm unit staff education on false alarm reduction.

4.5.9 Identify common places to look for grants.

4.6 Decide on a method for tracking and billing.

4.6.1 Identify key data that needs to be collected.

4.6.2 List the most common billing periods.

4.6.3 List the main functions of false alarm management software.

4.6.4 Identify the terms used in alarm management software.

4.6.5 Contrast custom with off-the-shelf alarm management software.

4.6.6 Identify the importance of a CAD interface in an alarm management software product.

4.6.7 Describe security considerations for alarm management software.

4.6.8 Describe how electronic filing of alarm user permits/registration can facilitate the process.

4.6.9 Identify advantages and disadvantages of electronic filing of alarm user permits/registrations.

4.6.10 List methods of electronic filing.

4.6.11 Identify key parties that need access to electronically filed data.

Program Implementation

5. Demonstrate extensive knowledge of the principles and techniques to implement program policies and strategies, to provide for a successful false alarm reduction program, including:

5.1 General Implementation

5.1.1 Identify the steps to follow to implement a false alarm reduction program.

5.1.2 Describe considerations used in hiring personnel.

5.1.3 Describe key information that should be captured on alarm user permit/registration forms.

5.1.4 Identify common correspondence used to support the program.

5.1.5 List the various resources available to assist a False Alarm Reduction Unit.

5.2 Communication

5.2.1 Demonstrate ability to communicate effectively in writing.

5.2.2 Demonstrate skill in presenting information to public and private sector leaders to enhance understanding and compliance with laws and regulations.

5.2.3 Demonstrate ability to analyze, interpret and explain laws, regulations, policies and procedures to individuals, groups or agencies in order to gain compliance and/or understanding.

5.2.4 Identify common items that are included in information and educational brochures on ordinances.

5.2.5 Describe how utilization of FARA bulletins can help alarm users avoid false alarms.

5.2.6 Identify the advantages of communication among public safety, alarm industry and alarm user.

5.2.7 Describe how holding regional meetings can reduce false alarms.

5.3 Enforce ordinance

5.3.1 Describe common methods to encourage compliance.

5.3.2 Describe key steps in an appeals process.

5.3.3 Describe the value of an appeals process.

5.3.4 List common reasons that an appeal by an alarm user may be granted.

Program Evaluation & Reporting

6 Demonstrate extensive knowledge of the principles and techniques of analyzing and evaluating the effectiveness of program policies and strategies, to provide for a successful false alarm reduction program, including:

6.1 Identify methods to evaluate the effectiveness of an ordinance.

6.2 Identify methods to review and analyze policies and procedures, to develop and implement new and/or revised procedures, to correct deficiencies or to make the program more effective.

6.3 Describe methods of statistical analysis to apply resources, determine problematic areas, determine trends, and provide the basis for new initiatives.

6.4 Calculate the rate of false alarms for a jurisdiction.

6.5 List advantages to creating alarm unit annual reports.

6.6 List disadvantages to creating alarm unit annual reports.

6.7 List common statistical and other data that should/can be reported.