

Sign-Up to Receive Our E-Newsletter!

Receive online news, updates and fire prevention tips important to our businesses and wireless fire alarm holders by subscribing to our new e-newsletter.

To receive this valuable information, visit our website at www.tinleypark.org and click on the Community E-mail signup link. Choose the "Business Owners and Managers" option to receive this newsletter, or choose all the options to receive all Village news and emergency information. You will receive periodic e-newsletters that will help keep you and your employees/tenants safe and informed.

If you are already receiving our online version, thank you for continuing to be a subscriber.

Equipment Maintenance Reminder

Regular testing, inspection and maintenance of your fire protection and fire alarm system must be done by a qualified contractor.

The fire protection contractor must be state-licensed through the State Fire Marshal's Office (<http://www.sfm.illinois.gov>). Fire alarm contractors must be licensed through the State of Illinois Division of Professional Regulations (<http://www.idfpr.com>).

A written record must be maintained and sent to the Fire Prevention Bureau. These documents can be faxed to 708-444-5299.

Save Money and Time with E-Z Pay

Take advantage of E-Z Pay, a free program that allows you to pay your utility and/or fire alarm bills quickly and easily through electronic transfer from a checking or savings account.

Enjoy the convenience of no more writing checks, paying for stamps, making trips to the mailbox or worrying about your payment arriving on time.

Newly registered customers who have wireless fire alarm accounts will receive a one-time \$60 discount which will be reflected on your first invoice once the application is received by The Tinley Park Finance Department. That's one month free service!

To enroll in the E-Z Pay program, simply complete the E-Z Pay application available on the Village's website at www.tinleypark.org and send the completed form along with a voided check or deposit slip from your designated account to the Village Hall. Shortly thereafter, you will

receive a letter confirming your enrollment.

Online credit card payments are also available by visiting our website. First-time users will need a copy of their fire alarm bill or utility bill in order to register. The system will require you to enter your customer and account number. Online users will continue to receive these paper bills through the mail.

You should be aware that your credit card payment will be immediately withdrawn from your account. Remember not to make online payments by credit card if you are enrolled in our E-Z Pay automatic debit option.

In addition to using the new online payment service, customers can continue to pay their bill by mail, or pay in person at the Village Hall or Police Department. Credit cards are accepted.

For more information on the wireless fire alarm system and fire protection maintenance, please contact Dan Riordan, Senior Fire Inspector at 708-444-5200 or visit www.tinleyparkfire.org.



Tinley Park Fire Department

WINTER 2010

Welcome to the first issue of our newsletter, focusing on information important to all members of our business community. This issue contains valuable tips and reminders for our wireless fire alarm holders.

Wireless Fire Alarms Enhance Notification, Reliability

The Tinley Park Fire Prevention Bureau's wireless, radio-link fire alarm program, established as part of its commitment to providing the community with the best possible fire protection services, is successfully utilizing state-of-the-art technology and resulting in long-term cost savings for businesses and taxpayers.

The Fire Prevention Bureau was pleased to introduce in 2008 a new wireless fire alarm program that provides subscribers with the latest in wireless technology, guaranteeing controlled costs for subscribers and reduced expenses in false alarm fees for both alarm holders and the community's taxpayers.

With all eligible alarm holders participating in the program, false alarms relating to transmitting fire alarm signals were reduced by approximately 75 percent. In addition, the

turn-around time in placing fire alarms in disrepair back in service has been reduced by almost 70 percent.

Previously, 911 dispatchers, Police and Fire personnel responded to an average of 1,400 false alarms every year. The reduction in false alarm calls allows our public safety personnel to focus on the community's real emergency needs. Reduced false alarm calls have saved money for alarm holders and for taxpayers who fund emergency services.

The alarm program is entering its third year and you, the alarm holders, have not had an increase in monitoring fees since the inception of the program. The cost is guaranteed through 2013.

A Review: The Wireless Advantage

- The wireless program has dramatically reduced public safety responses to false alarms.
- Wireless radio technology has proven to be a more reliable method of transmitting required fire alarm signals.
- Wireless fire alarm technology eliminated phone company intervention and sends the fire alarm signal directly to the 911 Center, speed that is important for the protection of life and property.
- Wireless alarms have nearly eliminated expenses for false alarms.
- The program eliminates varying charges for dedicated phone lines. With the new system, all businesses pay the same fee.

Station #1

17355 S. 68th Court
Phone: (708) 444-5200
Fax: (708) 444-5299

Station #2

7825 W. 167th Street

Station #3

9191 W. 175th Street

Station #4

7801 W. 191st Street

EMERGENCY PHONE

911

VILLAGE OF TINLEY PARK
Edward Zabrocki
Mayor
Patrick Rea
Village Clerk

Trustees
David Seaman
Gregory Hannon
Michael Bettenhausen
Brian Maher
Thomas Staunton, Jr.
Patricia Leoni



Stay Safe this Winter - Avoid Frozen Pipes



**Don't Let
This Be You!**

When fire sprinkler system pipes freeze, the potential damage can be costly and life-threatening.

A properly heated building greatly reduces the potential for your fire sprinkler system to freeze. This not only impairs this required life safety/property protection system, but may also result in significant water damage should the pipes freeze, then thaw.

Ensure that the entire building, including vacant spaces, has been provided with adequate heat for the upcoming winter season. If you have tenants and businesses that close or residents who leave for any extended period of time, please inform them to keep the heat in their space no less than 60°F. If using a portable heating device make sure it can be used indoors and follow the manufacturer's instructions for proper use.

Help Improve Alarm System with Power Loss Feature

Over the past few storm seasons, we have noticed a fire alarm system problem that occurs whenever there is a power outage in town.

Most system produce a trouble condition when the 120 volt AC primary power source is lost. This trouble condition is then sent to the central monitoring center. When this occurs at a large number of sites simultaneously our radio system is overloaded with signals.

All modern fire alarm panels are designed with a feature to eliminate this problem. The feature is called "AC Loss Reporting Delay". When a fire alarm panel loses its 120 volt AC primary power, the feature prevents the transmission of an immediate trouble signal.

The panel will show a trouble condition on site, but it will not transmit this trouble condition to the monitoring center for a delayed period of time. That amount of time is usually adjustable. It is important to note that when the primary power is lost, all panels will run for an extended period of time on the backup batteries. Fire protection at your site is not compromised when the power goes out.

We are asking subscriber to have their fire alarm service company make sure that the fire alarm panel is set to delay the reporting of a trouble signal upon AC power loss for a period ranging from 60 minutes to 180 minutes at your next service interval.

We are not asking that you call your service company out for a special trip to change this setting. On all panels, this is a simple fix that should take the technician only a few minutes to complete.

Your cooperation in this matter will greatly improve the functionality of the monitoring system during power outages, and it is greatly appreciated.



Wireless Alarm Subscriber Satisfaction Survey

- How satisfied are you with the Village of Tinley Park Radio Alarm Program?
 - Completely Dissatisfied Dissatisfied Neutral Satisfied Completely Satisfied
- How satisfied are you with the cost of the program (\$60/month)?
 - Completely Dissatisfied Dissatisfied Neutral Satisfied Completely Satisfied
- Has Fox Valley Fire and Safety been to your location to resolve any fire alarm radio issues?
 - Yes No
- If yes, were you satisfied with the service provided, the initial contact and the technician from Fox Valley Fire and Safety doing the service?
 - Completely Dissatisfied Dissatisfied Neutral Satisfied Completely Satisfied
- Was the issue regarding the radio corrected in a timely manner?
 - Yes No
- Would you be interested in attending a demonstration regarding fire sprinkler systems?
 - Yes No

Comments: _____

Fax your completed survey to 708-444-5299 or fill it out online by visiting the Village's website at www.tinleypark.org. Look for the "Wireless Alarm Satisfaction Survey" link. You can also mail the completed survey to: Tinley Park Fire Department, 17355 S. 68th Court, Tinley Park, IL 60477