



False **A**larm **R**eduction **A**ssociation

Annual Report 2010

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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 alarm management 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 user.

2009 Accomplishments at a Glance

The single most important FARA accomplishment in 2009 was that we kept FARA solvent in spite of tight government budgets, travel restrictions and increased demands on volunteer leaders. We are still a growing, exciting association with tremendous benefits to offer our members. Beyond that, we were successful in accomplishing all of the following as well:

1. Publications
 - a. Reviewed, revised and republished seven different manuals:
 - i. Grant Writing Manual
 - ii. Model for Electronic Filing of Alarm System Registrations
 - iii. Universal Alarm User Permit/Registration Form Manual
 - iv. Proactive Alarm Industry Customer Service – A Law Enforcement Perspective
 - v. Job Descriptions for Alarm Unit Staff Manual
 - vi. Acronyms and Terms Glossary Manual
 - vii. How to Create the Most Effective Annual Report Manual
 - b. Reviewed, revised and republished five different false alarm prevention bulletins:
 - i. Voice Over Internet Protocol (VoIP)
 - ii. Audio/Video Verification
 - iii. Consumer Security System Operation Reminders
 - iv. Burglar Alarm Systems and Apartments
 - v. New Home Move-Ins
 - c. Reviewed, revised and/or reconfirmed and republished five different FARA Resolutions:
 - i. Duress/Hostage Codes
 - ii. Single-Action Panic Buttons
 - iii. Enhanced Call Verification
 - iv. Cancel and Abort Signals
 - v. ANSI-SIA CP-01 Control Panel Standard
2. New Board Members Appointed and Fully Filled all Open Seats on the Board
3. Numerous Member Assistance Requests Sent
4. Continued Participation in the Installation Quality (IQ) Program
5. Co-Sponsored Fifth Annual Police Dispatch Quality (PDQ) Award with SIAC and *Security Sales & Integration* Magazine
6. Engaged in Many Cooperative Joint FARA/Alarm Industry Initiatives
7. Held Successful Mid-Year Board and Committee Meetings in Columbia, Maryland
8. Created and Funded FARA Institute Program to Allow for Public Safety Attendance at Training Events.
9. 13th Annual International Training Symposium Held Via Webinars
10. FARA Member of the Year and Achievement Awards
11. Revamped Regional Training to “Essentials of False Alarm Prevention” Course and Held Successful Class in San Antonio, Texas
12. Created a “Train the Trainer” Course to Certify Additional “Essentials” Instructors
13. Held Two “Train the Trainer” Courses; One in Maryland and One in Texas
14. Contracted with Elite CEU to Deliver FARA Created On-Line False Alarm Prevention Training for Alarm Industry Professionals
15. Rewrote Professional Certification Program Including Objectives and Certified Alarm Manager Exam Questions
16. Revitalized Membership Committee to Implement Mentor Program, Expand Follow-Up on New Members and Contact Previous Members Who Did Not Renew
17. Successfully renegotiated contract with Buffalo hotel to reduce commitment and lower FARA's potential liability.
18. Relocated 2011 Annual International Training Symposium to San Antonio to save member and Institute funds and enable more to attend.

Overview

The 2009 calendar year was a fantastic year for the False Alarm Reduction Association. FARA held it's Annual Training Symposium via Webinars from April 27-April 30, 2010. The Webinars were a rousing success with new classes such as Professionalism in Alarm Management and How to Survive the Next Summer Sales Season. The Conference Committee, as well as the Board of Directors, is to be commended on the outstanding job they did in creating just the right mix of instruction, which provided the opportunity for attendees to learn about new ways to control false alarms. Thank you to all who were involved in making FARA's first Webinar Training Symposium a success.

Annual Report and Strategic Plan Moving to Calendar Year

The Board of Directors voted to create the FARA annual report and strategic plan on a true "annual" basis by publishing the two documents to cover calendar year events. Additionally, the strategic plan will cover initiatives for the 2010 calendar year instead of from training symposium to training symposium. This change was made because the Board believes that it is a cleaner way of reporting the activities and successes of the association and will make both the annual report and the strategic plan easier to understand.

Committee Work

Introduction

FARA's committees are woefully understaffed, yet they continue to provide the membership with excellent work product designed to help all of our members do their jobs more effectively and efficiently, reduce false alarms, develop excellent working relationships with others concerned about false alarms, and help educate the end user. Written materials that were produced by the committees were published and made available throughout the year via FARA's web site.

FARA is continuing to try to develop new leaders within the organization by naming new committee chairs, who do not also hold Board of Directors seats. The Board sincerely believes that in order for FARA, as an association, to remain a viable entity, it is critical that more members step up and become leaders in the organization. Having committee chairs fill that role reduces the amount of work on Board members and committee chairs alike, and works well for the entire association.

FARA committees are actively seeking new members to continue the great work that has been started already. Remember, the more people who work on a committee means less work for everyone to do. Committees generally meet via teleconference once per month. The time commitment for committee work is usually between two to three hours per month. This is a relatively little amount of time for the huge benefits that all members receive as a result. All of your committee work counts towards the Continuing Education Units necessary to maintain your Certified Alarm Manager status. Finally, the best way to keep abreast of what is happening in the false alarm reduction arena and with your association is to become involved and stay involved.

Awards Committee

The Awards Committee is responsible for gathering nominations from the general membership, as well as providing nominations of its own, and selecting the winners for the Norma C. Beaubien Public Safety Member of the Year and the W. Rex Bell Associate Member of the Year awards. The Awards Committee is comprised of all previous award recipients, who are still active in FARA.

Immediate Past President Norma Beaubien chaired this committee, which advertised the awards and requested nominations. In early 2009, the committee received and reviewed all nominations that were submitted for Member of the Year Awards. Their decision was difficult because of the outstanding work done by all of the nominees. The committee selected winners and provided the information to FARA President Pitts to honor the recipients during the General Membership Meeting webinar.

Communications Committee

Amy Lobdell, previously with the Portland Police Bureau and the Fairview Police Department in Oregon, along with Norma Beaubien of the Montgomery County Police Department in Maryland served as co-chairs of the Communications Committee. This committee produces the majority of written materials produced by the association. While the committee is quite small, the FARA members working on this committee are an incredibly dedicated group of individuals.

The committee focused its efforts this year on getting up to date on revisions to FARA's publications library. Significant effort goes into the review and revision of each document, with committee members reading each guide, manual, bulletin, ordinance, etc., to ensure that it is applicable, accurate and up-to-date. The committee reviewed, revised and republished seven different manuals as follows:

1. Grant Writing Manual
2. Model for Electronic Filing of Alarm System Registrations
3. Universal Alarm User Permit/Registration Form Manual
4. Proactive Alarm Industry Customer Service – A Law Enforcement Perspective
5. Job Descriptions for Alarm Unit Staff Manual
6. Acronyms and Terms Glossary Manual
7. How to Create the Most Effective Annual Report Manual

The committee also reviewed, revised and republished five different false alarm prevention bulletins as follows:

1. Voice Over Internet Protocol (VoIP)
2. Audio/Video Verification
3. Consumer Security System Operation Reminders
4. Burglar Alarm Systems and Apartments
5. New Home Move-Ins

The InfoLink, FARA's newsletter, took on a new look and feel in 2009 and was issued on a weekly basis instead of every two months. The newsletter content moved to a more generic reporting of information applicable to public safety and the alarm industry alike. New sections include Public Safety Updates, Industry News, Crime News, Legislative Report, State Trends, National News and Business Tips. The beginning of each newsletter contains FARA specific news such as information on upcoming training, new members, and a "manual of the month" highlight. The committee will continue to work to refine the newsletter so that it contains the most appropriate, beneficial information for our members.

Conference Committee

Work began in earnest on the 2009 training symposium in Denver, Colorado soon after the Charleston symposium was over. The committee met at least monthly from June through December to polish and refine every detail of the 13th Annual International Training Symposium. During this time, Natasha Pitts stepped up to fill the vacated president's position and Norma Beaubien and Kathleen Schraufnagel quickly agreed to co-chair the Conference Committee. The Strategic Plan for 2008-2009 called for the committee to develop an agenda,

create educational seminars and workshops, determine costs, send registration packets, coordinate hotel accommodations and entertainment, book guest speakers and presenters, and a myriad of other various activities involved with holding a training symposium in 2009 in Denver, Colorado.

The committee met every two weeks in January and February, putting the finishing touches on another great week of training and fun for FARA members, until the FARA Conference Committee and Board of Directors realized that due to the economic downturn, the majority of our members were not going to have the resources to be able to attend the symposium. Ultimately, the FARA Board decided to cancel the Denver symposium.

However, the Conference Committee immediately went back to the drawing board to find an alternative way to deliver training to the membership. The committee quickly realized that the only way to provide training long distance would be through Webinars. A host company was agreed upon and several of the persons that were originally slated to present training classes in Denver agreed to provide their training via a Webinar instead.

Three training Webinars were held:

April 27, 2009 – Professionalism in Alarm Management

April 28, 2009 – How to Survive the Next Summer Sales Season

April 30, 2009 – Alarm Management 101

The FARA Annual Membership meeting was also held via Webinar on April 29, 2009. There was an average of 35 attendees for each Webinar. The membership gave an overall favorable review of the classes. However, most members still felt that attending a symposium was preferable if at all possible.

The FARA Conference Committee and Board worked together to create the FARA Institute. This program was inspired by the already successful Leadership Grant Program that had been funded for several years through the relationship that FARA had with the Security Industry Alarm Coalition (SIAC). The Institute sought support from the security alarm industry and other groups to assist FARA financially over the next three years in creating a much larger number of grants that would be available to the FARA public safety membership to assist them in attending the 2010 and 2011 symposiums. The hope is that the economy will be more robust by 2012 and that members will once again be able to get funding from their departments to attend the symposiums. If that is not the case, however, FARA is fully prepared to extend the FARA Institute until such time as travel funds are once again available.

Immediately following the conclusion of the Webinars, the Conference Committee began work on the 2010 training symposium scheduled for Buffalo, New York May 4 through May 6, 2010. Training classes were discussed, lessons learned from Charleston and the Webinars were recorded, and outreach was made to the New York Burglar and Fire Alarm Association and the Western New York Burglar and Fire Alarm Association to assist in preparation and planning of the symposium.

Fire Committee

The Fire Committee is responsible for developing and creating the new FARA fire effort to deal with false fire alarms. Strategic Plan initiatives for the Fire Committee for 2009 included creation of the committee, recruitment of fire officials who regulate false fire alarms, development of a one-page recruitment flyer to generate interest, assisting in the revision of the FARA Model Fire Alarm Ordinance, development of initiatives and suggestions on new training classes dealing with false fire alarms. The Fire Committee was created and held an extremely successful teleconference attended by numerous fire-related individuals to determine the role of the committee and to identify specific initiatives. Due to time constraints

and competing priorities, the committee was unable to get beyond that initial discussion. However, FARA is still committed to moving forward with the fire initiative and will take appropriate action to ensure its success in 2010.

Membership Committee

The goal of the Membership Committee is to increase membership and maintain our membership by researching the needs of potential and current members and developing innovative methods of disseminating the wealth of information that FARA has to offer.

Accomplishments:

- Developed a new member and mentoring program document to track the assimilation of the new members into FARA.
- Created google docs account with access for the entire committee.
- Updated recruitment letters to prospective members.
- Appointed a committee member to review the FARA website on a consistent basis to ensure we are current with our information.
- Created a welcome letter for new membership committee members.
- Created a protocol for contacting those whose membership has expired.
- Implemented the process of reaching out to all members who did not renew.
- Created a FARA committee overview document to be included in all new member packets.

Training and Certification Committee

In 2008 the Training & Certification Committee (T&C) began the arduous task of revamping the regional training class, and this process carried over into 2009. The course was consolidated and renamed the "Essentials of False Alarm Reduction" class. We also decided to try to make this class what it was meant to be; i.e., a local class held by local FARA members, instead of flying instructors to the class. To that end, we created a "Train the Trainer" class and the first one was held in Maryland in September. The trainees were given material from the Essentials class and asked to create a presentation. I am happy to report that the Train the Trainer course yielded two new instructors for the Essentials class, and we hope to have an Essentials class set up soon for the Maryland/East Coast area.

In October, FARA was invited by the South Texas Alarm Association (STAA) to present our Essentials class during their annual conference. FARA members in TX were instrumental in helping to fill the room and the class was a great success. We also held our second Train the Trainer class and administered the FARA Certified Alarm Manager exam. Based on the Train the Trainer class, we now have two certified trainers in Texas and one in British Columbia, Canada.

During the STAA conference, FARA was approached by a company called Elite CEU, Inc. out of Austin, Texas to create a one hour online false alarm prevention CEU class for the alarm industry. The T&C committee has begun work on this online class and is hoping to present this to Elite CEU soon.

The T&C Committee has also been looking for ways to grow FARA and is looking to working with the Commission on Accreditation of Law Enforcement Agencies, Inc. (CALEA) as one possibility. If you have other ideas on growing FARA please contact Sue Clark, Chair of the Training and Certification Committee, or any member of the committee. And remember, T&C and every committee in FARA, is always looking for new members and ideas.

Professional Certification Subcommittee

The Professional Certification Sub-Committee (PCS) has undertaken the daunting task of reviewing the entire Certified Alarm Manager (CAM) exam. They have spent the last year reviewing every question and answer so this year in Buffalo the exam will be new and improved. After the Buffalo conference, they will begin to add information based on new FARA bulletins, manuals, etc. that have been added since the original exam was created.

Board Members

Several new members were appointed to the Board of Directors. They were as followed: **Janet Nalley, David Wilson and Pamela Steiger**-Director At Large Positions, **Butch Womack**-Vice President-Fire Alarms, and **Frank Farren**-Vendor Associate Director.

Even given all the change that occurred within the FARA leadership in 2009, it was still a very successful year for the association.

Member Assistance

The FARA Assistance Request provides a mechanism to reach the entire FARA membership with one simple e-mail and is an excellent way to ask the entire membership a question and receive e-mail responses from those with experience on a particular issue. Over the past year, FARA sent out numerous Assistant Requests on various issues including:

1. referendum to repeal alarm permit fees/false alarm penalties
2. criminal fines vs. civil fines to the alarm users
3. alarm registration fees across the country
4. specific levels of appeals and what happens if the first level of appeal is denied – are there additional avenues for the permit holder to pursue?
5. range of false alarm fines, low end to high end
6. statistics on “catch rates” (the number of times a criminal is caught on scene)
7. late fees or discontinue service on unpaid false alarm fees
8. fire alarm ordinances
9. existence of an Appeals Board to hear false alarm appeals filed by alarm users and alarm companies on behalf of their customers
10. key holder response to meet police at the site when an alarm activates and any penalties or fines assessed should the key holder fail to respond
11. how alarm users are informed of the need to register or permit their alarm systems if there is no fee involved
12. alarm statistics from jurisdictions that enforce an alarm ordinance
13. reasons behind requiring alarm users to permit or register even if there is no fee involved

Additionally, monthly Assistance Requests were issued asking for input on the reliability of alarm companies seeking IQ Certification.

Assistance Requests continue to be an excellent membership benefit. They provide an excellent tool for members to poll hundreds of alarm management staff (in public safety, the alarm industry and at the alarm user level) all at one time.

Police Dispatch Quality (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), in concert with *Security Sales & Integration* magazine, 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 2009 PDQ Award winner was Atronic Alarms, Inc. of Lenexa, Kansas, which 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. They are committed as a company to excellent service, zero false alarms, and community involvement, which extends from the owner through to the sales staff, installers, customer service employees, and all others who work for Atronic. They also custom design every alarm system they install to meet the unique needs of their customers. Programs such as these, coupled with other best practices they employ such as installation of CP-01 compliant panels, use of Enhanced Call Verification, and placing telephone calls to every customer who has an alarm activation to determine its cause, helped make Atronic Alarms the perfect candidate for this year's PDQ award.

Through a sponsorship from Honeywell, Inc., the PDQ Award winner received \$1000 toward travel to the award ceremony in Las Vegas at the International Security Conference West. Atronic was also highlighted in an issue of *Security Sales & Integration* magazine.

Cooperative Joint FARA/Alarm Industry Initiatives

FARA has continued to foster good working relationships with both state and national alarm associations, as well as with individual alarm companies. We continue to have numerous state alarm associations as FARA members, and have many associate members working on committees for the good of the entire membership. We are grateful for their input and contributions to the success of this association. Additionally, many individual FARA members worked with the alarm industry in their own communities to create and/or enhance alarm management programs.

Some highlights of specific joint initiatives include:

- **South Carolina Alarm Association:** Natasha Pitts, alarm coordinator the Spartanburg Public Safety Department, Spartanburg, South Carolina and FARA President, was invited to give a presentation to the South Carolina Alarm Association representatives on verified response policies and false alarm reduction. Mrs. Pitts took the opportunity to also talk about FARA to generate interest in our association among the dealers and possible membership.
- **Elite CEU:** FARA engaged in a contract with Elite CEU to conduct online training for the alarm industry regarding false alarm prevention. The T&C is working on the course now and when it is finished, Elite CEU will put it online.
- **Police Dispatch Quality (PDQ) Award:** The full report on the PDQ Award appears earlier in this report.
- **CANASA:** FARA Vice President-Electronic Security Gerry Miller served as an instructor at the CANASA annual convention, which was attended by more than 2400 people.
- **Maryland Burglar and Fire Alarm Association/National Electronic Security Alliance:** Held a joint meeting with Maryland Chapter of FARA, Maryland Burglar and Fire Alarm Association and the National Electronic Security Alliance in October, 2009. The Maryland Chapter of FARA and the Maryland Burglar and Fire Alarm Association hold annual joint meetings to discuss issues of mutual interest, such as the summer sales problems, and to work toward keeping the lines of communication open. In 2009, NESAA held one of their Board meetings in conjunction with this meeting and participated in a networking lunch.

It is impossible to list all of the wonderful cooperative efforts that have occurred during the past year between public safety and alarm industry professionals. The above are but a few of the examples of which the FARA leadership is aware. FARA is greatly appreciative of all of the collaborative initiatives that are undertaken in the name of false alarm reduction every year and will continue to seek out new opportunities for further growth and development in this area.

Mid-Year Board of Directors and Committee Meetings

The FARA Board of Directors held two full days of meetings in September in Columbia, Maryland to further the goals of the association. This meeting was held partially in person and partially on the phone in that those Board members, who could not attend in person participated via teleconference. This turned out to be a highly successful method of holding what is traditionally an in-person meeting.

The Board accomplished a tremendous amount of work, and detailed discussion was held regarding the future of FARA, the FARA Institute and the Buffalo Symposium. Discussion was held on such topics as filling vacant Board seats, possible bylaw amendments regarding elections and when elected Board members would take office, and creation of the FARA Institute program to reward those in FARA who most contribute to its success. The Board received and reviewed reports on all FARA committees and the work they had completed and were looking to complete in the following year. All committees are moving forward but need more help. The Board approved revisions to several documents submitted by the Communications Committee. Treasurer Steve Heggemann reported that FARA's financials are solid, but there is concern regarding the state of the economy in the United States and its possible affect on attendance at symposiums.

The 2010 training symposium agenda was reviewed and approved and discussions were held on symposium packets, classes, entertainment, budget, door prizes and granting reimbursements to public safety FARA members through the FARA Institute.

FARA President Natasha Pitts instituted a Board Liaison program whereby all board members serve as liaisons to committees on a rotating three-month basis. This allows board members to become more familiar with what each committee is working on and to serve as a conduit between the board and the committees for information sharing.

FARA Institute

FARA recognized that the economic uncertainty was making it more difficult for public safety to receive approval to attend the annual international training symposiums. Because of that uncertainty, FARA developed the FARA Institute, which was designed to make it possible for public safety members to receive reimbursement funds to attend in-person training symposiums. The basis of the program includes seeking contributions to fund the program, recognizing donors with various perks throughout the year, including thank you letters, recognition at the training symposium and in the InfoLink, via press releases to the trades, etc., and awarding leadership points for various initiatives. Points will be issued according to the criteria set out for Certified Alarm Manager Continuing Education Units. We are incredibly grateful to all of our FARA Institute Sponsors, without whom we would never have been successful in holding our Annual International Training Symposium in Buffalo. The Board of Directors would like to thank the following FARA Institute contributors:

- NESAs
- Broadview Security
- Texas Burglar and Fire Alarm Association
- Public Safety Corp. (Cry Wolf)
- IQ Board

- Vector Security
- Maryland Burglar and Fire Alarm Association
- Canadian Security Association (CANASA)
- South Carolina Alarm Association
- Vintage Security, LLC
- PMAM Corporation
- ADS Security
- Homesafe Security Systems
- Emergency 24

13th Annual FARA Training Symposium Held

The False Alarm Reduction Association completed its 13th Annual International Training Symposium via Webinars, which ran from April 27 to April 30, 2009. The training symposium was a huge success and many thanks go out to Kathleen Schraufnagel and Norma Beaubien, along with the conference committee, for putting together an excellent schedule of classes. All PowerPoint presentations that were given during the Webinar training symposium were posted in the Member's Only portion of the web site. Members can access them using their FARA login and password.

Awards

Norma C. Beaubien Public Safety Member of the Year Award for 2009

This award went to an individual who has been a FARA member since its early days. She has been a willing presenter, panelist and participant in many FARA symposiums. She has coordinated regional meetings and recruited many FARA members over the years. Her calm demeanor and soft-spoken approach lend itself very well to dealing with alarm users and alarm companies alike, and she is always professional, courteous and helpful in those dealings. She is a testament to a well-run, effective alarm management program, as she has continued to reduce false alarms in her own community.

For all those reasons and more, the Norma C. Beaubien Public Safety Member of the Year Award for 2009 went to Gerry Miller of the Peel Regional Police in Brampton, Ontario, Canada.

Gerry has been a supporter of FARA and our mission for many years. In 2001, she became co-chair of the Membership Committee and has been chair and/or board liaison ever since. She joined the FARA Board of Directors in 2003 as an At Large Director and assumed the vacancy for the Vice President- Electronic Security in 2008. In these roles she has overseen the mentoring program and made numerous calls to new members to make them feel welcome. She coordinated the Regional Training Class in Brampton that attracted large attendance and she solicited more than enough in registrations and sponsorships to pay for the session.

She has maintained a strong working relationship with the Canadian Security Association and has staffed booths at association and IACP events.

Gerry has a reputation with users and alarm companies as a fair administrator of her local program. She brings a calm persistence to all her endeavors.

We also know that Gerry has a life outside of FARA, which is truly remarkable. Many of you may know that Gerry has horses and can often be found on her down time riding and relaxing with her horses. What you may not know is that she is currently involved in competitive barrel racing! She also, many years ago, performed in rodeos. She is a member of the Barrel Racing Association Board of Directors. Even with all that, she still makes the time to devote to FARA.

Gerry deserved the award because she lives by the FARA Mission. She always fosters “an environment of cooperation among public safety, the alarm industry and the alarm user” and has gone above and beyond to promote the exchange of information. FARA is truly fortunate to have someone of Gerry’s caliber working to promote and strengthen our association.

W. Rex Bell Associate Member of the Year Award for 2009

This award went to an individual who has also been a member of FARA for a number of years, and who constantly goes out of her way to promote FARA in her state with the alarm industry and public safety communities alike. She has attended many FARA training symposiums and provided the alarm industry perspective on many issues before the association. She joined and worked tirelessly on the Conference Committee to ensure an excellent Charleston training symposium.

For all those reasons and more, the W. Rex Bell Associate Member of the Year Award for 2009 went to Mary Galloway of Dynafire and the Alarm Association of Florida.

Mary has always been willing to jump in to help on FARA initiatives. She has taught classes at our annual symposium and provided free CD’s to all participants. She attended the last several training symposiums as President of the Alarm Association of Florida and provided excellent input and information on alarm company aspects of false alarm prevention and what the industry is doing to further the cause.

Mary also worked hand-in-hand with the Florida Chiefs of Police to create a model burglar alarm ordinance for the State of Florida, which is used heavily in enacting false alarm legislation. For several years, she has worked with AAF to offer FARA meeting space and accommodations, at no charge, to present a regional training class during their annual conference.

Mary’s “babies” are her enormous dogs, who she pampers just as if she had birthed them herself! We even learned that Mary takes the time to make home-made dog food for her “babies” so they aren’t exposed to the chemicals that come in regular dog food, to which her one dog reacts unfavorably. Mary’s dogs probably eat better than some humans do!

Mary is an excellent choice for this recognition because she truly believes in FARA’s mission of building cooperative relationships among the alarm industry, public safety and the alarm user and initiates steps to see that happen. We are truly privileged to have Mary as a member of FARA and look forward to working with her for many years to come.

False Alarm Reduction Association
Profit & Loss
 January – December 2009

	<u>Total</u>
Income	
Certification Income	\$ 250.00
FARA Institute Sponsorships	23,500.00
Membership Dues	26,325.01
Symposium Income	<u>2,175.00</u>
Total Income	<u>\$52,250.01</u>
Expenses	
Bank Charges	16.00
Credit Card Acceptance Costs	<u>689.54</u>
Total Bank Charges	\$ 705.54
Dues & Subscriptions	143.10
Insurance	966.00
Legal & Professional Fees	19,519.40
Mid-Year Board Meeting	323.30
Non Symposium Related Training	1,139.53
Postage Shipping	26.53
Symposium Expenses	737.96
Symposium Expense 2009	<u>26,684.50</u>
Total Symposium Expense	<u>\$27,422.46</u>
Webinar	<u>198.00</u>
Total Expenses	<u>\$50,443.86</u>
Net Operating Income	\$ 1,806.15
Other Income	
Interest Earned	76.88
Total Other Income	\$ 76.88
Net Other Income	\$ 76.88
Net Income	<u>\$ 1,883.03</u>

False Alarm Reduction Association
Balance Sheet
As of December 31, 2009

	<u>Total</u>
ASSETS	
Current Assets	
Bank Accounts	
SunTrust	\$36,075.00
SunTrust CD	0.00
SunTrust Money Market Account	<u>33,205.20</u>
Total Bank Accounts	\$69,280.20
Accounts Receivable	
Accounts Receivable	<u>-450.00</u>
Total Accounts Receivable	-\$ 450.00
Other Current Assets	
Undeposited Funds	\$ 0.00
Total Other Current Assets	\$ 0.00
Total Current Assets	\$68,830.20
 TOTAL ASSETS	 \$68,830.20
 LIABILITY AND EQUITY	
Liabilities	
Total Liabilities	
Equity	
Opening Balance Equity	\$20,848.91
Retained Earnings	46,106.71
Net Income	1,874.58
Total Equity	\$68,830.20
 TOTAL LIABILITIES AND EQUITY	 \$68,830.20