



**International  
Annual  
Training  
Symposium**



**Until You Solve Your False Alarm Problem  
You Can't  
Afford to Miss the FARA  
Training Symposium**

**Join Us at the  
MCM Eleganté  
Albuquerque, New Mexico**

**May 1 - 3, 2012**

**ALBUQUERQUE**  
IT'S A TRIP®



# Albuquerque 2012

# All Are Welcome



**A**ct Now to  
**L**earn New Skills  
**B**e with New & Old Friends  
**U**nlock New ideas  
**Q**uiz the Experts  
**U**ntangle New Technologies  
**E**njoy Exciting Albuquerque  
**R**educe Your Stress  
**Q**ualify for a Certification  
**U**pgrade Your Program  
**E**mbrace Proven Ideas

This training symposium is designed to be beneficial for all segments of the false alarm puzzle including **public safety personnel, alarm industry representatives, alarm users, vendors and all others** who can help to develop and manage successful false alarm reduction programs.

We want to make it easy for you to join us in exciting Albuquerque in May of 2012. Everything you need is included in this one packet to:

- ✓ Plan to learn more about reducing false alarms and running your operation
- ✓ Mark your calendar
- ✓ Send in your registration form
- ✓ Reserve your hotel room

Our training symposium has knowledgeable instructors, answers to your questions and an extraordinary opportunity to network with your peers from the US and Canada.

**ALBUQUERQUE**  
IT'S A TRIP®

Discover how to have an authentic vacation on a budget with Albuquerque's affordable attractions and events.

- **Uniquely Albuquerque**

- ✓ Historic Route 66
- ✓ Farmer's Markets
- ✓ Flea Market
- ✓ Dining & Shopping in Old Town, Downtown, Uptown & Nob Hill
- ✓ Wine Tastings at select Wineries

- **Museums**

- ✓ The Anderson-Abruzzo Albuquerque International Balloon Museum
- ✓ The Albuquerque Museum of Art & History
- ✓ Explora
- ✓ Indian Dances at the Indian Pueblo Cultural Center
- ✓ National Museum of Nuclear Science & History
- ✓ New Mexico Natural History Museum
- ✓ Petroglyph National Monument
- ✓ Salinas Pueblo Missions National Monument
- ✓ University of New Mexico Museums
- ✓ Maxwell Museum of Anthropology
- ✓ Meteorite Museum
- ✓ Southwest Biology Museum
- ✓ UNM Art Museum

- **Outdoor Activities**

- ✓ Fishing Lakes at Tingley Beach
- ✓ Rio Grande BioPark
- ✓ Nature Walks, Hiking and Biking



## Contact FARA for more Information

10024 Vanderbilt Circle, Unit 4  
Rockville, MD 20850

301-519-9237  
Fax-301-519-9508

[info@faraonline.org](mailto:info@faraonline.org)  
<http://www.faraonline.org>

**For more information** go to [www.itsatrip.org](http://www.itsatrip.org)

## Training Site and Hotel

FARA's 2012 Annual International Training Symposium will be held at the **MCM Elegaté Hotel**.

The MCM Elegaté Hotel and Event Center is a full service hotel. Located in the heart of Albuquerque, the MCM Elegaté is convenient to all tourist attractions, downtown Albuquerque and the Albuquerque International Sunport.

You'll find all the accommodations you would expect from a premiere resort hotel, including spacious guest rooms with beautiful furnishings and the most comfortable beds on the planet. Dine at the Mesa Grill, a full service restaurant, including a FREE hot breakfast with eggs cooked-to-order.

Enjoy a more relaxed experience in the Sandia Springs Lounge with complimentary cocktails each evening. Other amenities include an indoor pool with sundeck and jacuzzi, gift shop, in-room gourmet coffee and Bath and Body Works toiletries, a fitness center with state of the art Precor equipment, just to name a few. The hotel also offers complimentary shuttle service to and from the airport, malls and historic Old Town.

**FARA has negotiated a rate of \$89, plus tax, per night.** Call the in house reservations staff before April 4, 2012 at 866-650-8900 to guarantee the FARA rate.



### MCM Elegaté Hotel

2020 Menaul NE  
Albuquerque, NM 87107  
Call 866-650-8900 by 4/4/12  
for FARA Rate of \$89 plus tax  
<http://mcmelegatealbuquerque.com>

## Silent Auction

FARA is soliciting donations of items that are only limited by your imagination and willingness to part with an item. Past examples of donations include sports memorabilia, software packages, coffee cups, books, favorite foods, clothing and more.



If you are attending the training symposium, please bring the item with you. If not, please contact FARA at 301.519.9237 before April 15, 2012 to discuss how to get your donation to the event.

FARA greatly appreciates any donation you wish to make.

Proceeds go to help fund FARA activities including the web site, publications and more.

## Professional Certification

FARA offers you an opportunity to become certified in our particular area of expertise - alarm unit policies and procedures.

You can demonstrate your knowledge by passing an exam with questions drawn directly from FARA's many manuals, newsletters, resolutions, printed materials and web site.

You will be permitted to bring all printed materials to the test with you. Copies will not be available on site.

Don't miss this unique opportunity to show your management and others that you have attained a level of expertise in alarm management, coordination, preparation, and implementation of a public safety false alarm reduction program.

The examination fee for members is \$100 per member, \$250 per public safety non-member, \$400 per other non-member.

Visit our web site at [www.faraonline.org](http://www.faraonline.org) for more information on how you too can become a Certified False Alarm Reduction Professional.

# FARA Annual Training Symposium 2012 Albuquerque Schedule

**ALL CLASSES AND TIMES ARE SUBJECT TO CHANGE WITHOUT NOTICE**

## Monday, April 30, 2012

### 8am-5pm - Board Meeting

Seating is limited. Please contact a board member if you would like to attend.

## Tuesday, May 1, 2012

### 7am-4:30pm - Registration

### 8-9am - Breakfast

### 9 -10am - Opening Session

Meet your fellow attendees and discover how to get the most out of the symposium, the host hotel and your time in Albuquerque.

### 10:00-10:15am - Conference Committee & Visitors Bureau

Update on Committee Activities.

### 10:30 -11:30am - Are You Certifiable?

Discover the value to becoming a FARA Certified Alarm Manager. Investigate what to expect and how to prepare yourself and your materials for FARA's Professional Certification Exam. Already certified? Get helpful tips on how to successfully complete the Recertification process.

### 11:30-11:45am - Fire & Training Committees

Update on Committee Activities.

### 12- 1pm - Luncheon

Enjoy a great meal, take a well deserved breather and network with fellow attendees.

### 1:15 - 2:45pm - FARA's It's Alarming!

Test your mettle in a game of FARA's It's Alarming! - based on the popular game It's Academic.

### 3-3:15pm - Communications & Membership Committee

Update on Committee Activities.

### 3:15-4:30pm - The Best Ideas Come From Networking

Interactive workshop - Help us help you by sharing the specific need you came to the symposium to address so we can give you the answer. Learn from each other and take the best back to make your program more effective.

### 5 - 7 pm - FARA Reception

Meet friends, enjoy some tasty hor d'oeuvres and have a drink or two.

Representatives from Albuquerque will be available during Tuesday's Opening Session to answer questions about area attractions.

## Wednesday, May 2, 2012

### 7 am - 3 pm - Registration

### 7- 8 am - Breakfast

### 8-9am - What Can the Alarm Industry Do For Me?

How to save time, improve compliance and increase effectiveness by working with alarm companies and associations. Learn about the latest events and future trends and how they impact the number of false alarms.

### 9:15- 10:15am -The Alarm User Has Control

Learn about how new technology - Smart phones, Video, etc. - gives the alarm user more options and control, and how that may affect (positively or negatively) false alarms.

### 10:30 - 11:45 am - Membership Meeting

Hear about FARA initiatives, talk about the direction of your association and make your voice heard on the election of new officers.

### Noon - 1:30 pm - Networking Lunch

Enjoy a great lunch and share information informally with your peers.

### 1:30 - 2:30pm - Inside the Alarm System

Learn what happens from A- Z when the system is sold, installed & monitored.

### 2:45 -3:45pm - Solve Your Worst Alarm Site Problem- Part 1

Interactive Workshop - Bring us your worst problem site and our panel of experts will solve your problem.

### 4-5pm -Solve Your Worst Alarm Site Problem- Part 2

Continuation of this interactive workshop.

### 5 - 7 pm - FARA Reception

Meet friends, enjoy some tasty hor d'oeuvres and have a drink or two.



## 2012 Albuquerque Schedule (Continued)

### Thursday, May 3, 2012

7 - 8 am - **Breakfast**

8- 9 am - **"What We Got Here is Failure To Communicate"**

Does "John Q Public" really understand what you wrote?  
Learn some tricks to get the message across.

9:15 - 10:15 am - **I Did What?**

Sometimes the best intentions do not work out quite how you expect. Explore how changes in ordinances and programs can lead to good and bad results.

10:30 - 11:45 am - **How to Connect with 9-1-1**

How to promote better communication with dispatchers by changing SOPs, conveying what you need and how your program helps them.

Noon- 1:15 pm - **Awards Luncheon**

Enjoy a great lunch, network and talk with other attendees and recognize the best agencies, companies and individuals.

1:15- 1:30pm - **Silent Auction**

Claim your winnings from the auction during the break.

1:30 - 2:30 pm - **What are Those Computers Talking About?**

Learn about the automated data exchange interface program that provides for the electronic dispatch to alarm activations. Allowing monitoring companies and PSAPs to communicate alarm events and status updates electronically should reduce human error and improve efficiency. Explore how it has really worked in Virginia and Texas.

1:30 - 4:30 pm - **Professional Certification Exam**

Demonstrate your professionalism and knowledge and receive some of the recognition you deserve.

2:30 - 3 pm - **Wrap - Up**

Your chance to tell us what you liked, what you didn't like, and how we can make the next symposium better.

5 - 7 pm - **FARA Reception**

Meet friends, enjoy some tasty hor d'oeuvres and have a drink or two.

**ALL CLASSES AND TIMES ARE SUBJECT TO CHANGE WITHOUT NOTICE**

**Join us in  
Orlando,  
Florida  
in 2013**



**Watch the InfoLink email newsletter for more information!**

## Sponsorship Opportunities

We depend on the support of sponsors to make the symposium possible. Here are some suggestions, but any contributions will be appreciated and appropriately recognized.

Networking Luncheons	\$500
Awards Luncheon	\$750
Board Meeting Lunches	\$200
Morning and Afternoon Breaks	\$100
Symposium Programs & Handouts	\$1000

## FARA Institute

With the pressures our economy is placing on public safety agencies throughout the US and Canada, the need to reduce false alarms is even greater than usual. The uncertainty of our economy has led many localities to restrict funding for travel.



FARA is committed to cooperative effort among alarm users, alarm companies, and public safety to solve the false alarm problem. But we only succeed with the support of companies, associations, and people like you. Past supporters of the FARA Institute have helped twenty two public safety professionals to attend our 2010 symposium in Buffalo and twenty seven to attend our symposium in San Antonio in 2011.

Because the economic situation continues to look uncertain, it is clear that travel will continue to be a challenge without the FARA Institute. FARA is asking for contributions to provide this valuable service to our members for the future symposiums. Every contribution helps and will be acknowledged with a thank you letter, acknowledgement in FARA's Email Newsletter (the InfoLink), via a press release to trade press and on the FARA web site.

We know that funds are tight for everyone this year, but we ask you to think about the value that each public safety professional who attends the symposium brings to the false alarm reduction effort and contribute accordingly.

**Visit [www.faraonline.org](http://www.faraonline.org)  
for more information**

# FARA 2012 Training Symposium Registration Form

USE A SEPARATE FORM FOR EACH REGISTRANT

Agency or Company Name	
Street Address	
City	
State/Province	
Zip/Postal Code	
Phone	
Fax	
Email	
<b>Registrant's Name-</b> As you would like it to appear on Badge	

Registration	Circle Which Days You Will Attend					Cost
	Mon	Tue	Wed	Thu	Fri	
See boxes to the right for costs						
<b>Professional Certification Exam</b>	\$100 per Member \$250 per Public Safety Non-Member \$400 per Other Non-Member					
<b>Professional Certification Renewal</b>	\$50 per Member \$200 per Public Safety Non-Member \$350 per Other Non-Member					
<b>FARA Institute</b>	See Page 5 For Information					
<b>Sponsorship Opportunities</b>	See Page 5 For Information					
Pay your Annual Dues along with the registration (Public Safety \$150 - Associate \$300)						
<b>Total Costs</b>						

## Cancellation Policy

If cancellation is received before 4/4/12, the fee will be refunded less a \$100 administrative fee. No Refunds will be made after that date.

## Special Accommodations

Call us if you need any special accommodations for diet or disabilities.

**Send Registration & Check to**  
FARA

10024 Vanderbilt Circle #4- Rockville, MD 20850  
301-519-9237

**FARA Tax ID 52-2038303**

**Please book your hotel room directly with the hotel**

## Registration Fees

### Public Safety

Early Registration (Before 4/4/12)	Member	Non Member
Full Symposium	\$375	\$525
Per Day Rate	\$135	\$265
Spouse (Meals)	\$135	\$135

Late Registration (After 4/4/12)	Member	Non Member
Full Symposium	\$420	\$575
Per Day Rate	\$150	\$280
Spouse (Meals)	\$135	\$135

### Alarm Users, Alarm Industry, Vendors\* and Others

Early Registration (Before 4/4/12)	Member	Non Member
Full Symposium	\$425	\$575
Per Day Rate	\$150	\$275
Spouse (Meals)	\$135	\$135

Late Registration (After 4/4/12)	Member	Non Member
Full Symposium	\$525	\$675
Per Day Rate	\$185	\$295
Spouse (Meals)	\$135	\$135

## Symposium Reimbursements

In a tough economy, the FARA Institute provides public safety FARA members with symposium reimbursement opportunities. So, don't automatically think you can't go because your agency won't cover travel funding! There are strict deadlines on applying for funds, so visit [www.faraonline.org](http://www.faraonline.org) now and learn about this great opportunity to get to Albuquerque!

### Credit Card Info (If Paying with a Credit Card)

Card Holder Name:

Card Holder Address:

Card holder City,

Province/State & Postal/Zip:

Circle Card Type

Card Number

Expiration Date:

Credit Card Verification # \*

Card Holder Signature