



InfoLink

Information for Public Safety False Alarm Reduction Professionals

Special Conference Issue April 2003

In this Issue:

- 2003 New Orleans Conference Provides Training, Networking and Fun
- Thanks!!
- General Membership Meeting
- FARA Member of the Year Award
- Specialized Training Offered
 - How to Create a False Alarm Reduction Program
 - Total Security Package
 - Software Workshop
 - Alarm Management Panel
 - National Industry Panel
 - Local Industry Panel
 - Alarm Equipment Class
 - Alarm Wheel of Fortune
- Committee Meetings And Workshops
 - New Member Orientation
 - Existing Member Orientation
 - Communications Committee Workshop
 - Conference Committee Workshop
 - Quality Commitment Workshop
 - Membership & Ways & Means Workshop
 - Mentoring
- Information Exchanged at Supplier Meet & Greet
- Professional Certification
- Board of Directors Meetings
- FARA Mission Statement

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2003 New Orleans Conference Provides Training, Networking and Fun

The False Alarm Reduction Association held its 7th annual International Training Conference in New Orleans, Louisiana, from April 14 through April 18, 2003. It was very exciting to see over 60 public safety members, associate members and speakers attend a whole host of training sessions, workshops, presentations and networking opportunities. Every year we learn so many new things and come up with a whole host of new topics to discuss and explore. This is truly an ever-evolving work in progress and our members make it work!



President Beaubien Addresses Opening Breakfast

If you were unable to attend the conference, read through this special edition of the InfoLink to find out what you missed and then use this information to help you gain approval to attend next year's training conference in Bloomington, Minnesota, home of the Mall of America from April 26 through 30, 2004!



Patches displayed from some of our over 300 members

Congratulations and thank you to the entire Conference Committee, chaired by Amy Lobdell, Portland Police Bureau, for planning and conducting such a successful, worthwhile conference!

Thanks!!

Thank you to all of our sponsors who so generously contributed to the success of the FARA Conference:

- ADT Security Services, Inc.
- Brink's Home Security
- Esc Central, Inc
- Moose Rapids Technologies
- Purvis, Gray & Company

Thanks as well to the Security Center for hosting a reception and central station tour on behalf of the Louisiana Burglar and Fire Alarm Association.

And last, but not least - Thanks to Norma Beaubien, Amy Lobdell, Gerry Miller, Jim Cogswell, Kathleen Schraufnagel, Rex Bell and Rick Moore for their contributions to this special edition of InfoLink.

General Membership Meeting and Awards Luncheon



Louisiana State Fire Marshal - VJ Bella

The 7th Annual General Membership Meeting was held on Wednesday, April 16, 2003 and included lively keynote speeches from V. J. Bella, Louisiana State Fire Marshal and Edwin Compass, New Orleans Police Superintendent .



New Orleans Superintendent of Police - Edwin Compass

During a wonderful lunch, FARA President Norma Beaubien presented the membership with the 2002-2003 Annual Report, where she highlighted numerous FARA accomplishments from the past year, including but not limited to the offering of the first-ever Professional Certification Program and Exam, hiring Innovative Resources to manage the day-to-day activities of the association, publication of numerous papers and manuals, institution of the mentoring program, alarm industry outreach initiatives, and the design and implementation of the new FARA logo. (To review a full copy of the annual report, please visit the web site, www.faraonline.org, under the "What is FARA" section.)



Membership Meeting and Awards Luncheon

Members were asked for input on the initiatives included in the draft 2003-2004 Strategic Plan. The group was asked for input on possible projects to add to the work plan. Suggestions were made to provide more timely updates to the FARA website and to include the date changes or new information was added. A suggestion was also made to hold one Public Safety meeting at next year's conference, in which issues relevant only to law enforcement could be discussed. The appropriate FARA committees will discuss these suggestions and make recommendations to the full Board. President Beaubien appointed committee chairs, but asked for volunteers to replace the current Board members, who serve as committee chairs. The membership voted to approve a Bylaws amendment, which creates one "Public Safety" membership category for regular members and takes the place of the "Regular" and "Organization" membership categories.

Running unopposed, four individuals were elected to the board by acclamation, including 1st Vice President Jim Cogswell, Leawood Police Department, At-Large Director Amy Lobdell,

Portland Police Bureau, At-Large Director Marian Zavaglia, Austin Police Department, and Associate Director Kathleen Schraufnagel, Brink's Home Security, Inc. Two members, Shanna Werner and John Moorhouse, ran for the position of Secretary. In a very close election, Shanna Werner was re-elected to the position. (Note: Subsequent action by the Board at its final meeting on Friday, April 18, removed Shanna as Secretary. On Wednesday, April 23, 2003, FARA President Norma Beaubien, with the support of the board, appointed John Moorhouse as her replacement.)

FARA Member of the Year Award

The FARA Member of the Year Award was presented to W. Rex Bell, Alarm Coordinator for the Huntsville Police Department in Alabama for his immeasurable contributions to both FARA and the City of Huntsville.



Rex Bell Accepts His Plaque from President Beaubien

Rex was honored for his selfless assistance to FARA and his success as chair of the Ways and Means Committee in developing such successful initiatives as the Silent Auction, raffles, sales of FARA memorabilia and door prizes. Rex has been with FARA since its inception and has never missed an annual conference. Rex has also frequently provided the Board with real, substantive first-hand information on the inner workings of alarm companies, alarm equipment, and the industry, which he gained as an alarm company owner prior to working for law enforcement.

Rex has truly embodied the FARA mission statement with his educational programs in Huntsville for both alarm users and alarm industry personnel. He has been instrumental in reducing false alarms to which Huntsville Police Officers respond, at the same time he has developed wonderful working relationships with the alarm industry and the community.



Rex accepts Congratulations on His Award

Commenting on Rex's award, FARA President Norma Beaubien said, "There is no one more deserving of this award. Rex deeply believes in this association and the assistance we provide to our members. He is my personal champion and that of FARA as well."

Specialized Training Offered

Training, which is the cornerstone of all FARA conferences, was excellent and covered a wide range of topics designed to give false alarm reduction professionals the tools they need to develop, implement and maintain successful false alarm reduction programs.

How to Create a False Alarm Reduction Program

This seminar provided three different, distinct mini-classes that encompass the creation of a false alarm reduction program; i.e., the budget process, ordinances and creation of a unit to manage false alarms. Each participant spent about twenty minutes at each mini-class to receive an overview of each topic.

How to Create a False Alarm Reduction Unit Mini-Class



Norma Beaubien leads the How to Create a Unit Mini Class

The mini class on development of a false alarm reduction unit within a public safety office to implement an ordinance and manage a false alarm reduction program included how to determine:

- unit responsibilities
- unit needs
- staffing needs
- responsibilities for each individual (job descriptions)
- costs associated with starting and maintaining a unit
- computer hardware and software needs
- automated links with other county/city agencies
- issues regarding billing, collection and auditing of monies received.

How to Create an Alarm Ordinance Mini-Class



Kathleen Schraufnagel and Jim Cogswell lead the How to Create an Ordinance Mini Class

In the ordinance mini class, discussion was held on how to bring all the various players into the ordinance development process, many of the provisions a manager might want to consider, and how to approach the governing body. While all the participants liked the program, most agreed that we could have filled 30-40 minutes.

Budgeting for Implementation of a False Alarm Reduction Unit Mini-Class



Amy Lobdell and Rick Moore lead the Budgeting Mini Class

The budgeting portion of the False Alarm Reduction Unit displayed operational budgets for populations of 17,000, 35,000, 68,000, 137,000, 250,000, 550,000 and 1,100,000. The presentation centered on knowing what your budget contains regardless of whether your unit has any control over the entire budget or just a portion of the process. We also discussed the cut off point in administration where you would need to move from a manual administration system to an automated system. Start up costs associated with setting up an office would add anywhere from \$50-100K (one time only) first year costs, which would not be recurring costs. To receive a copy of the information distributed in this session contact Amy Lobdell at alobdell@police.ci.portland.or.us

Total Security Package



Mike Betten presents the "Total Security Package"

Crime Prevention Officer Mike Betten of the Overland Park Police Department, along with Overland Park builders, Ron Olberding and Dave Allen of Edward Wayne, Inc., presented a fascinating program on Total Home Security. A recognized leader in the field of home security, Mike has noticed over the years that too many homeowners place total reliance on an alarm system for home security and fail to harden doors and take other measures around the house. Over the last five years, Mike and his team have developed several low-cost methods that allow homes to be more secure. This has the added advantage for us of reducing false alarms and making our communities safer. Mike's information is available on the Overland Park P.D. website. http://www.opkansas.org/_Res/Safety/Police_Department/index.cfm



Mike demonstrates the effectiveness of his recommendations

It was really amazing to watch two very large, fit construction workers try and fail to kick open the doors that had been hardened using the Overland Park system. For a very low cost, Mike and his team were able to prevent break-ins through normal exterior doors. It was a great program.

Software Workshop

The Software Workshop provided an overview on what to look for, what questions to ask, and the major obstacles involved in procuring a false alarm tracking and billing software program either from an outside vendor or from an in-house IT Department. Attendees received information on what features to include in a software program, various levels of functionality such as the ability to accommodate both the simple and the complex alarm ordinance, as well as off-the-shelf products vs. custom developed products. Discussion was held regarding what is currently available on the market to manage a false alarm program, and we heard from both vendors of software products, as well as their users. We discussed considerations such as the differences in software programs, meeting the needs of the end user, various levels of support (via telephone, on-site, etc.) and costs associated with purchase, maintenance and enhancements. A new FARA guide entitled, "False Alarm Tracking & Billing Software - Questions for Your Prospective Software Vendor" was distributed, which contains a multitude of questions to ask each vendor when trying to determine which one best meets your needs.

Alarm Management Panel



Ordinance Managers describe a variety of approaches

For the first time at a FARA conference, we presented a panel of our members who have each achieved false alarm reduction by different methods. Jim Cogswell (Leawood, KS) represented a small city using a short variation of the Model Ordinance. Shanna Werner (Salt Lake City, UT) represented the verified response approach. Gerry Miller (Peel Regional Police, ON) spoke from the Canadian viewpoint. Rick Moore (Prince Georges County, MD) has a program in a large metropolitan area using a variation of the Model Ordinance. And Rex Bell (Huntsville, AL) presented his unique educational approach to false alarm reduction. Each program, using different approaches, has achieved significant false alarm reduction, which goes to show that the RIGHT WAY to run a program in your jurisdiction is YOUR WAY.

National Industry Panel



Industry Leaders explain the steps they are taking to reduce false alarms

Leaders of the four major alarm industry associations had a lively discussion of the steps they are taking to address false alarms and improve their relationships with ordinance managers. Bill Moody representing the Security Industry Association (SIA) cited the creation of standards for control panels and motion detectors as significant steps by manufacturers to reduce false alarms. Cecil Hogan, President of the National Burglar & Fire Alarm Association (NBFAA) relayed that the problem outgrew the industry's relationships with public safety officials in many areas of the country. He indicated that NBFAA is working hard to establish strong working relationships wherever it can. He also indicated that he has recently restructured his own business to allow 2 of his 26 employees to focus on false alarm reduction by contacting customers who have problems. Tracy Cannata, Executive Director of the Canadian Alarm and Security Association (CANASA) said that CANASA had been "putting out fires" in the past few years, but now is in a position to be more proactive. Mel Mahler, President of the Central Station Alarm Association (CSAA), cited extensive work with National Police, Sheriff and Fire organizations as raising the industry's awareness of public safety needs. Mel also pointed out that contact information for central stations can be found at www.csaaul.org. Pam Petrow of Vector Security, a large regional company, provided a dealer perspective and stated that the challenge is to get alarm dealers (particularly those who are not affiliated with any association) to face the problem. She expressed the need to show dealers a financial benefit or penalty to get them to address the issue. She also indicated that tours of the dispatch center by 911 operators along with tours of the 911 center by the dispatch operators had been beneficial to both public safety and industry.

Local Industry Panel



Louisiana Government and Industry Leaders

Marie Nicolich of the Louisiana Burglar and Fire Alarm Association (LBFAA) assembled a panel of industry and public safety leaders, who have been instrumental in creating the successful local alarm reduction program in New Orleans. Each of the speakers cited the importance of cooperative effort. Marie provided a history of the evolution of the program, which has been modified over the years since its beginnings in the 70's to adapt to changing needs. Boyd Petty of the Louisiana State Fire Marshals Office Licensing Division explained that the required background checks reduce false alarms because "criminals don't care about wasting resources". He also stated that educated sales and technical personnel help to reduce false alarms.



President Beaubien presents Marie Nicolich with a certificate of appreciation for her help on the conference

Dera Derouche of the LBFAA outlined how the verification process mandated in the ordinance along with acceptance of cancellations can reduce dispatch requests. Mark LeGuarde of the LBFAA cited the need for installing companies to fit the system to the need of the customer and spend the time required to educate each customer. Officer Renald Lyons of New Orleans Police Department (NOPD) stressed the impact of user education and explained that NOPD offers waivers of alarm fines after users view a presentation posted on their web site. Sgt. Derek Gray of NOPD relayed that notification cards and door hangers play an important part in the education of alarm users.

Alarm Equipment Class



NBFAA/LBFAA Certified Instructor Danny Northcutt conducts the Alarm Equipment Class

Danny Northcutt of the Louisiana Burglar and Fire Alarm Association gave a comprehensive overview of alarm equipment and how it is used. He also covered major sources of false alarms and the changes mandated by the SIA Control Panel Standard, which are designed to reduce false alarms. Danny's class was extremely informative and was a definite hit with the members.

Alarm Wheel of Fortune



Alarm Wheel of Fortune challenges hosts spelling ability

This year, breaking with tradition, we did not host Jeopardy and instead thought we would do something less taxing on the brain that allowed more audience participation. Hosted by the lovely Patricia Sajakia (Amy Lobdell) with special assistance by the effervescent Janna White (Jim Cogswell) the stage was set. Once we resolved the fact that Janna could not spell, the game went well.



Winning Team Celebrates

We gave out prizes to the audience for loud and obnoxious behavior and had heated discussion among the various tables. The winning table members were awarded gift certificates to Blockbuster. There were no losers in this game. The purpose of the game was to break the ice and get members involved. Much to our surprise we heard that table members were being selected as early as Monday for this event. Beads, a New Orleans tradition, were thrown to audience members for joining in. Starbucks certificates were also passed out for participants that were particularly comedic/rude/jovial etc, etc. Alas, the host of the game resigned and Janna was fired for her inability to spell correctly. We may be faced with Jeopardy next year, so study up. I hear Alexia Trebecia is a force to be reckoned with.

Committee Meetings and Workshops

Regardless of how long you have been doing your job, you have valuable input for initiatives that our committees are working on. You are also the best source of new ideas! "Fresh eyes" and different perspectives are what creates quality resources for law enforcement, the alarm industry and alarm users. Every Committee has a tremendous amount of work to accomplish in the coming year, and we would greatly welcome anyone to become a committee member and help out. Whether you can provide one hour a month or one hour a day, we really need your help. Please contact the committee chair or our Executive Director Brad Shipp at 301-519-9237 to join a committee today!

New Member Orientation

FARA members, both public safety and associate, who were new to FARA conferences or to FARA in general, attended a workshop to better prepare them for what to expect from the conference. Attendees were provided with some history on the creation of FARA, its structure, philosophy, bylaws and committees. The workshop also outlined the numerous alarm industry groups that could be used as a resource, how they worked and presented some recent initiatives designed to reduce false alarms. Issues such as communication with the alarm industry, standards, support, verified response, and managing a false alarm reduction unit were also covered on a broad scale. Finally, the attendees learned what the conference hoped to accomplish, outlined the various meetings and workshops that were available, and discussed member participation during the conference.

Existing Member Orientation



Existing Members review the latest information and programs

The existing member meeting was lively and filled with information. It began by bringing everyone up-to-date on the overwhelming endorsement of two-call verification by law enforcement and industry associations across the country. Recently adopted changes to the NBFAA/FARA model ordinance were reviewed, including the new definition of "Verify" which includes two calls before dispatch request. There was a brief discussion on how to update alarm unit databases with the help of the security industry. This issue is currently being tackled by the major industry associations whose first job is to find out what data is being captured by all or most of the industry, as there are so many types of software being used. From there, specific reporting can be built. Currently, where new or revised ordinances are requiring a registration process, the industry is working to assist alarm units in creating the initial database with basic alarm site information. The most common method of data transfer is by Excel spreadsheet. It was also announced that the SIAC group is working on FARA's request to provide ordinance managers with people to contact at national companies and third party monitoring centers when they need information or have a problem. It is also the intention that state alarm associations will act as a point of contact to help ordinance managers reach alarm companies. Members were reminded of the resources on the web page including Bulletins designed for distribution to alarm users. Members were also reminded that they can use Assistance Requests distributed by email from the FARA staff to ask for help from

their fellow members.

Communications Committee Workshop

Interim Chair, Norma Beaubien at 301/279-1917 or norma.beaubien@co.mo.md.us

The Communications Committee discussed new initiatives for the committee for the coming year and rolled out copies of our most recent efforts. The FARA White Paper on False Alarm Strategies was distributed and discussed, as well as the Verified Response Position Paper, updated NBFAA/FARA Model Burglar Alarm Ordinance, and updates to FARA's False Alarm Ordinances Manual.



Communications Committee Communicates

The two bulletins produced by the committee; i.e., Holiday and Springtime Tips, were passed around and met with approval from the group. We discussed topics for future bulletins, such as remodeling, maintaining contact with your alarm company, power outages, dead batteries and surge protection. The group also recommended bulletins on apartment complexes/rentals, customer checklists and new home move ins. A suggestion was made to translate our bulletins and false alarm tips brochures into Spanish. Patricia Novak from Protection One and John Moorhouse from Alachua County Sheriff's Office graciously offered to perform the translations. Look for these soon!

Issues related to the sending of FARA newsletters via email only, and the problems that some members have with fire walls, were discussed. The Committee Chair asked everyone, who was not currently receiving newsletters via email, to provide updated business or home email addresses. Discussion was also held on the need for regional or state-by-state reporters to let FARA know what was happening in their neck of the woods so we could report it to the membership. Finally, we discussed ways in which to make the FARA web site more informative, pleasing and useful to the membership. One common request from the attendees was to provide more links to related sites through the FARA site, including more alarm industry sites, as well as any law enforcement agency that has a web site and gives permission to create a link.

Conference Committee Workshop

Chair - Amy Lobdell at 503-823-0488 or at alobdell@police.ci.portland.or.us

The Conference Committee began discussing the 2004 Conference in Minnesota and also had a brief discussion about the 2005 conference.



Conference Committee Confers

The Committee will begin having structured conference calls somewhere in mid-June to talk about the evaluations of the 2003 conference and to begin laying the foundation for the 2004 schedule which will be cemented at the mid-year Board of Directors meeting to be held in October 2003.

Quality Commitment Workshop

Interim Contact - Brad Shipp at 301-519-9237 or at bradshipp@4yoursolution.com

Copies of the Residential Security Guide and draft objectives for the FARA Technical Certification Course were distributed. It was announced that the first technical exam will be held at the Bloomington Conference next year. Plans are also underway to post a preparatory course for the exam on the FARA web site. A draft of the continuing education requirements to renew the Professional Certification was also distributed. A Draft of the Proposed FARA Gold Star Program was distributed and discussed. Under the Gold Star Program alarm companies that are doing an exceptional job in false alarm reduction would be recognized. Several members expressed the need for objective criteria for the program to avoid problems.

Membership & Ways & Means Workshop

Co Chairs- Rex Bell at 256/427-5646 or at RBell@ci.huntsville.al.us
Gerry Miller at 905-453-2121 or at gmler@peelpolice.on.ca

The membership and ways and means session focused on specific suggestions to be implemented in the coming year:

- Each member is strongly encouraged to bring (at least) one new member to the Bloomington Conference.
- Members will be encouraged to contact nearby ordinance managers to mentor them and to help them serve their communities efficiently. This can start with members

writing personal letters on their jurisdiction letterhead to a dozen or so jurisdictions in their area. These mailings should be repeated at least 3 times each year.

- FARA will work with local alarm associations to encourage them to invite ordinance managers to their meetings, to build an ordinance manager industry program within their meeting schedule and to encourage the local ordinance managers in their area to join FARA.

The 4th Annual FARA Silent Auction was, once again, a huge success, earning FARA a whopping \$646.50 and offering our bidders such wonderful items as leather bags, shirts and caps, cookbooks, calculators, flashlights, mugs and patches, USA collectibles, picture frames, key chains and much, much more! The 50/50 raffle was also very successful and netted \$219 for the association. We want to extend our heartfelt thanks to all those members who so generously contributed items to the Silent Auction, purchased raffle tickets or bid on an item or two at the auction. These fundraising events help FARA continue to provide written materials, host a web site and provide training to our members. Thank you!!!



Rex at Work Selling Raffle Tickets

Also, a huge thank you goes out to Ways and Means Committee Chairman Rex Bell for coordinating these fundraising events and getting people to "dig deep."

Mentoring

Jim Cogswell introduced a new FARA program for mentoring our new members. The goal is to match experienced FARA alarm unit managers with new members to help the new member get over the initial shock of false alarm reduction. We will try to put people with similar size cities or similar approaches to alarm reduction together so that the experienced manager can help guide the new member, suggest resources and approaches and provide copies of their programs. If you would like to be a mentor, or to have one assigned to you for help, contact our Executive Director, Brad Shipp.

Information Exchanged at Supplier Meet & Greet

We had perhaps the best Meet and Greet show of the past 3 years. We had presentations from AOT Public Safety Corp (Crywolf), ADT, SmartCop, and Purvis Gray & Company. The vendors

were well represented and gave an operational overview of their programs. The membership spent copious amounts of time at the displays which was standing room only.



Standing Room Only at the Meet and Greet

Each year we have more and more interest in the meet and greet show and each year the products displayed and the presentation leading up to the display become more succinct. We hope to see each of our meet and greet participants at future FARA Training events and we thank them for their participation this year.

Professional Certification Program

FARA, once again, offered its one-of-a-kind Professional Certification Exam, which allows members the opportunity to show their proficiency and significant level of expertise in the management, coordination, preparation and implementation of a false alarm reduction program.

Three more professionals have joined the ranks of those who have achieved the "Certified Alarm Manager" designation by successfully completing the FARA Certified False Alarm Reduction Professional Exam.

- Aileen Nadeau of Windsor Police Service, Windsor Ontario
- Marilynne Shifflett of Montgomery County Maryland Police False Alarm Reduction Section
- Thomas F. Durnan of Hempstead Police Department, Hempstead, NY

They join the fourteen who have previously passed the Examination:

- Aleeta Harding, Lafayette Police Department
- Amy Lobdell, Portland Police Bureau
- Denise Shaw, Charles County FARU
- Duff Astin, Sandy City Police Department
- James Cogswell, Leawood Police Department
- Lisa Connolly, York Regional Police
- Marian Zavaglia, Austin Police Department
- Mary Ann Inglesby, Multnomah County Sheriff's Office
- Michelle Ferguson, Louisville Police Department

- Norma Beaubien, Montgomery County Police Department
- Robin Flores, Santa Clara Police Department
- Sally Shaffer, Lynchburg Emergency Communications Center
- Shanna Werner, Salt Lake City Police Department
- Tonya Bingham, College Station Police Department

Congratulations to all of our Certified Alarm Managers!

Board of Directors Meetings

Board of Directors Meeting, 4/14/03

The FARA Board of Directors held its bi-annual face-to-face meeting to kick off the conference on Monday, April 14, 2003. The Board approved a draft of the 2003-2004 Strategic Plan, which proves to be very comprehensive this year. There was a discussion of the proposed budget for 2003, which shows that FARA is continuing to grow, can provide excellent services and publications to its membership, can maintain our contract with Innovative Resources for association management services, and still retain a small surplus. Discussion was also held on altering the membership billing cycle from its current "one year from date of membership" term to a set expiration date of July 1.

Board of Directors Meeting, 4/18/03

The Board reviewed the Conference and noted several items including:

- Creating an incentive system to reward members who bring new participants to the conference.
- That the Alarm Wheel of Fortune format for the game had not been as successful as the Jeopardy format of years past but, that it definitely served its intended purpose of breaking the ice and forming partnerships.

The Board also discussed several suggestions received from members during the conference and decided:

- To send a CD of all the documents to members, who replace an existing member, and to continue to send a printed member manual to new members.
- To seek permission to convert the presentation given on grants at the Portland Conference into a guide.
- To post a list of mentors with their contact information on the web site.
- To add a Frequently Asked Questions Page to the Web site.
- To retain the video tape library but put no effort into distributing the tapes at this point.
- That it was ok for a member to send copies of newsletters to prospective members to encourage them to join FARA, but that other publications and manuals were for the sole use of the paying members.
- To display years of service and sworn or civilian status in future member listings.
- To clarify that Associate Members can submit advertising for insertion into the newsletter, as space permits, as a benefit of associate membership.

Staff informed the board that SAIC is in the process of establishing a grant program that could pay for law enforcement registration at FARA conferences. Details are still being firmed up.

The board discussed the lack of attendance of the Secretary at several events held during the conference.

Motion: Remove Shanna Werner as Secretary of FARA and Chairperson of the Quality Commitment Committee for neglect of duty in office.
Cogswell/Bell
Approved Unanimously

The Board asked Staff to inform Shanna Werner of its decision. President Beaubien informed the board for her intention to appoint John Moorhouse as Secretary provided he is willing to serve. The Board expressed support for that appointment. Staff was asked to distribute a Special Update Email after all parties have been contacted.

Board Member Marian Zavaglia

Unfortunately, Marian Zavaglia, At-Large Director of the FARA Board, was suddenly taken ill with a kidney ailment on Friday, April 11, 2003. Even though she was very excited to be attending her first conference, she was unable to be there, as is still in the hospital undergoing treatment. We missed her presence considerably. Please keep Marian in your thoughts and prayers for a speedy recovery. As new information becomes available, we will let you know.

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

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

False Alarm Reduction Association
10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850
Email: info@faraonline.org
<http://www.faraonline.org>

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.