



**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
Wyndham San Antonio River Walk
San Antonio, TX**

April 7 to 9, 2020 - FARA Symposium





Symposiums are about
Alarm Management
New ideas
Answers
Networking
Training
Open communication
New & old friends
Industry experts
Opportunities

What's old is new again in San Antonio. A city rich in history and booming with modern attractions, San Antonio invites visitors to be inspired, be curious and be hungry. Walk, bike, hike and play through spectacular parks, gardens and outdoor spaces. Experience the city's historical significance through tours, festivals and seasonal events. Shop, drink and dine at local favorites across diverse neighborhoods. San Antonio has it all.



- ✓ **Pat O'Brien's** - New Orleans meets the Alamo City at Pat O'Brien's. A lively atmosphere welcomes guests with an airy patio and famous New Orleans Hurricanes. Enjoy the views of downtown San Antonio with cocktails, a dueling piano bar, live music and authentic Cajun food.
- ✓ **Howl at the Moon** - Part concert. Part piano bar. All fun. Howl at the Moon is a singing, clapping, stomping, dance on the piano, rock 'n roll kind of dueling piano show with two baby grand pianos at the center of it all.
- ✓ **John T. Floore's Country Store** - It doesn't get more Texas than John T. Floore's Country Store. For 75 years, Floore's has hosted Texas and American music legends alike. This quintessential Texas Honky Tonk has hosted such legendary performers as Willie Nelson, Bob Wills, Ernest Tubb, Patsy Cline, Hank Williams, Elvis Presley, and Bob Dylan, to name a few.
- ✓ **Pearl** - Local flavor since 1883. Located just north of downtown San Antonio, Pearl provides a unique experience as a top culinary and cultural destination. The mixed-use space features retail, dining, picturesque green spaces, paseos riverside amphitheater, and the third campus of The Culinary Institute of America.
- ✓ **The Alamo** - The most famous spot in Texas, the museum contains relics and mementos from the Republic of Texas and offers a narration on the fall of the Alamo.
- ✓ **Guided River Tour** - Explore the River Walk's downtown section aboard a river cruiser. You'll learn about San Antonio's rich history from a professional storyteller who is also the boat captain.
- ✓ **San Antonio Theme Parks** - Play with whales and sea lions at SeaWorld San Antonio, scream at the top of your lungs at Six Flags Fiesta Texas, and splash around Schlitterbahn waterpark or Splashtown for some Texas-sized thrills.
- ✓ **HemisFair Park** - Originally the site of San Antonio's 1968 World's Fair, HemisFair Park is a lush, greenscape in the middle of bustling downtown San Antonio. Enjoy water gardens and public art and historic homes.
- ✓ **San Marcos** - San Marcos has the largest outlet shopping center in the United States. More than 240 designer and name brand spread out over 1.2 million square feet of shopping heaven.
- ✓ **For more information** go to www.visitsanantonio.com

Contact FARA for More Information

10024 Vanderbilt Circle, Unit 4
Rockville, MD 20850

301-519-9237

info@faraonline.org
<http://www.faraonline.org>

Training Site and Hotel

FARA's 2020 Annual International Training Symposium will be held at the Wyndham San Antonio River Walk.



San Antonio River Walk accommodations are sure to rejuvenate and delight you on your visit to sunny San Antonio. Relax in the hotel's spacy guest rooms and enjoy some of today's most desired River Walk hotel amenities or savor contemporary regional fare in the lobby-level restaurant for the complete San Antonio Wyndham River Walk experience.

Enjoy the rooftop pool while absorbing some rays. The fitness center boasts cardio equipment and free weights for travelers who wish to maintain their daily workout routines while away from home.

Supershuttle Airport Service for San Antonio Airport - \$15 per person shared-ride SuperShuttle service to downtown - Use SATEX for 5% off!



Wyndham San Antonio River Walk

111 Pecan Street.
San Antonio, TX 78205

Reserve Your Room by 3/9/20

General FARA Rate (\$127 - plus tax)
Use Group Code **FARA Annual International Symposium**
Reserve A General Rate Hotel Room Online
Or Call 866-764-8536

Dining Options

Our location on the famous San Antonio River Walk puts you steps away from world-class dining, shopping, and nightlife. Walk to The Alamo, Pearl Brewery, and El Mercado Marketplace, or hop on a river taxi outside the hotel door to explore the Riverwalk by water.

Choices are many - Here are a few options:

- **Schilo's** - Old-school deli serving substantial sandwiches for a cheap price. Founded in 1917, Schilo's is San Antonio's oldest restaurant and a popular haunt for Downtown working stiffs. Schilo's is also one of the most reasonably priced restaurants near the River Walk: almost everything on the menu is under \$10.
- **Ocho** - Latin fusion, inventive cocktails, and scenic views. Ocho is the only place where you can eat an exquisite meal in a glass conservatory overlooking the water. The menu pulls inspiration from Cuba, Mexico, and Texas, with go-to dishes like arroz con pollo.
- **Boudro's Texas Bistro** - Located right on San Antonio's Riverwalk, Boudro's is backed by a menu offering unique entrees such as smoked shrimp enchiladas and blackened prime rib. For drinks, try the frozen margaritas made with prickly pear juice. What really sets this restaurant apart is that you can eat inside the establishment or choose a table on one of their special barges that cruises along the river.



FARA Annual Training Symposium 2020 San Antonio Schedule

ALL CLASSES AND TIMES ARE SUBJECT TO CHANGE WITHOUT NOTICE

Monday, April 6, 2020

8am-3pm - Board Meeting

Seating is limited. Please contact us if you would like to attend.

Tuesday, April 7, 2020

7am-3pm - Registration

7-9am - Breakfast

Buffet

8-8:20am - New Attendee Session - Optional Class

Special session for *new attendees only* to get tips on how to get the most out of the FARA Symposium.

8:30-9:15am - Opening Session

Enhance your San Antonio experience by meeting your fellow attendees and learning a bit about them. Review the program ahead and hear tips from the visitor's bureau on things to do in San Antonio.

9:15-9:30am - Tackle Your Top Challenge - Part 1

Write down your top challenge. Challenges will be collated and attacked in a group exercise on Wednesday.

9:40-10:40am - Answering Tough Questions

'How to respond to – "I pay taxes why do I have to pay for police response?" - "What's the point of having an alarm if it takes the officer an hour to get there?" - "My _____ caused the alarm, it wasn't my fault!" - "The power went out" - "It was windy..." & more.

10:50-11:50am - Get the Most Out Of FARA

Learn how others have used FARA publications and resources to solve a problem or improve their program.

12-1pm - Networking Lunch

Enjoy a great meal & network with your fellow attendees.

1:15-2:15pm - Dealing with Difficult Customers

How to deal with difficult customers. Tricks to stay calm and deescalate tense situations. Ways to get to a solution.

2:45-4pm - Monitoring Station Tour

Tour a working central station. See what happens before they call public safety.

Wednesday, April 8, 2020 - False Alarms Solutions Forum

8am-3pm - Registration

7-9am - Breakfast

Buffet

8-9am - Explore your Software Options - Optional Class

Learn about options for software and how to select software.

9:10-10:10am - Monitoring Station Q&A

Central station professionals will answer your questions about how a central station operates.

10:20-11:20am - Challenges an Alarm Coordinator Faces

What are the demands placed on alarm coordinators? What are they expected to achieve?

Wednesday, April 8, 2020 Continued

11:30am-12:30pm - Will New Technologies Help or Hurt?

Learn how industry and agencies cope with new technologies and how some may reduce false alarms. Explore the many apps that turn a cell phone into security systems and personal panic alarms. Discuss how to handle signals from them.

12:40-1:40pm - Networking Lunch

Enjoy a great meal & network with your fellow attendees.

1:50-2:50pm - Is a Doorbell or a Camera an Alarm?

When is the doorbell camera and/or camera you see on your phone an alarm? What are the latest options and how do you handle them?

3-4pm - Join Together to Tackle False Alarms

How public safety & alarm industry can join forces to tackle false alarms. Is there a solution we have not tried.

4:10-5:10pm - Are You Certifiable? - Optional Class

How to prepare and study for the FARA Certified Alarm Manager exam.

Thursday, April 9, 2020

7-9am - Breakfast

Buffet

8-9am - Understanding Alarms - Optional Class

Learn about how alarms work. Touch and see the parts that go together to make a system.

9:10-10:10am - Ways to Educate Your Alarm User

How to use social media, websites, email, alarm schools, brochures, mailings & more to promote false alarm reduction.

10:20-11:20am - Tackle Your Top Challenge - Part 2

Challenges shared on Tuesday will be attacked in a group exercise.

11:30am-12:30pm - Membership Meeting

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

12:40-1:40pm - Networking Lunch

1:50-2:50pm - The Only Stupid Question

They say the only stupid question is the one that did not get asked. This open forum is your chance to ask questions, share your successes and discuss better or easier ways to do things.

2:50-3:50pm - Wrap Up

Give feedback on what you liked, what you didn't, and how we can make the next symposium even better.

Thanks to our FARA Institute Sponsors



Join us in Phoenix in 2021



Related Events

Watch the InfoLink email newsletter for more information!

Sponsorship Opportunities

We depend on the support of sponsors to make the symposium possible.

For information on how to
sponsor an event and/or
contribute to the
FARA Institute visit www.faraonline.org

FARA 2020 Training Symposium Registration Form

Agency or Company Name	
Street Address	
City	
State/Province	
Zip/Postal Code	
Phone	
Fax	
Email	

Registration See <u>boxes</u> to the right for costs	Check Which Days You Will Attend				Cost
	Mon	Tue	Wed	Thu	
Registrant's Name- As you would like it to appear on Badge					

FARA Institute	See www.faraonline.org for information	
Sponsorship Opportunities	See www.faraonline.org for information	

Pay your Annual Dues along with the registration (Public Safety \$175 - Associate \$350)	
Total Costs	

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

Full Registration	Early (Before 3/9/20)	Late (After 3/9/20)
Public Safety Member	\$400	\$445
Associate Member	\$450	\$550
Non Member	\$650	
Spouse of Attendee	\$135	

Per Day Rate	Early or Late
Public Safety Member	\$175
Associate Member	\$200
Non Member	\$300

Symposium Reimbursements

Don't automatically think you can't go because your agency won't cover travel funding! The FARA Institute provides public safety FARA members with symposium reimbursement opportunities. There are strict deadlines on applying for funds, so visit www.faraonline.org now and learn about this great opportunity to get to San Antonio.

Cancellation Policy

If cancellation is received before 3/9/20, the fee will be refunded less a \$100 administrative fee. No refunds will be made after that date.

Special Accommodations

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

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