



# InfoLink

Information for Public Safety False Alarm Reduction Professionals

## FARA InfoLink March, 2013

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### Thanks to Institute Sponsors!

Without the FARA Institute and our generous contributors, FARA training symposiums would not be possible. Many, many heartfelt thanks go out to all of our Institute donors as follows:

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# FARA TRAINING SYMPOSIUM 2013

*By Meredith Wivell, Conference Committee*

Are you headed to Orlando, Florida next month? Have you registered for the upcoming annual training symposium? The conference committee would like to remind you that it isn't too late to register. We are excited about the sessions this year as well as the presenters that will bring in-depth information that will surely benefit you and your organization.



In January's newsletter, we briefly explored what you can expect the first day of the conference. Now, let's explore a little more.....

Wednesday will prove to be a unique and fun filled experience for all. You will have the opportunity to pick and choose which sessions you would like to attend in the morning and all attendees from AAF have been invited to join us. That afternoon, we will then explore the exhibit floor with the AAF.

But wait-there's more! After an exciting day of training, it's time to network! Come on by the hospitality suite and enjoy time with your peers.

Each year we continually strive to build stronger relationship between public safety and industry members. We are counting on you to be there to help make this year's conference the most successful yet!

Please join FARA and AAF this April in Orlando- we will be waiting for you!

Do not delay and register today!

**Register with FARA**  
[Download a packet](#)

## **Book Your Room**

DoubleTree by Hilton at the Entrance to Universal Orlando  
5780 Major Blvd.  
Orlando, FL 32819  
Call 800-327-2110

Use code ALA for FARA Regular Rate (\$125)  
Use code ALG for FARA Government Rate (\$111)

*Or visit the special FARA hotel site to book your room*

[Click here to register for Hotel Government rate online](#)

[Click here to register for Hotel Regular rate online](#)

## **COME TO ORLANDO!!!**

***Attention Symposium Attendees breakfast will not be provided at the 2013 Symposium, FARA Board of Directors felt it was important to reduce expenses allowing more funding for FARA's Scholarship Program***

## Nominations for FARA Achievement Awards Needed!

By Brad Shipp, FARA

**Are you proud of your alarm management program?**

**Do you have a terrific success story to share?**

**Do you want the world to know about it?**

**Then tell us!**

**Please send in your nominations for FARA's False Alarm Reduction Achievement Awards.**

Feel free to nominate your own agency/company or others. Both public safety and associate members can submit nominations for any category listed below.

All submitted nominations will be provided to the attendees in Orlando. All attendees will then cast a vote on who their favorite is in each category. So make the sale for your nomination by giving enough information to allow the voters to understand what the accomplishment is and how you were able to achieve it. You may use text, charts, graphs or any combination of the three.

Please limit your nomination to no more than two (2) pages in length. The Achievement Awards will be presented during the training symposium.

- **Public Safety False Alarm Reduction Achievement Award:** This award is presented to the public safety agency that has an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **Industry False Alarm Reduction Achievement Award:** This award is presented to an individual alarm company that has implemented and sustained an alarm management program, which has shown meaningful or significant reduction in the number of false alarms over a 3 to 5 year period.
- **FARA Achievement Award:** This award is presented to an individual, company or association that has demonstrated significant or meaningful contributions toward the FARA mission.

**Nominations must be submitted on or before April 17, 2013 to be considered.**

Please submit your nominations to FARA c/o Brad Shipp at [bradshipp@4yoursolution.com](mailto:bradshipp@4yoursolution.com) or via fax at 301/519-9508.

## News from the Membership Committee

By: Emily Pleasance, Membership Committee

There is still time to get the most out of your membership by attending the symposium in April! Meet industry professionals (**Networking**), participate in the classes (**Experience**), sit the CAM exam (**Certification**), and attend the AAF trade show (**Knowledge**). Submit the paperwork and realize the benefits of membership with FARA first hand!

**It's also time to gear up for the membership committee's drive to find out who you know that can benefit from membership!!**

We are looking for names/addresses/telephone numbers from all of you. The person who submits the greatest number during our opening session will win a fabulous prize! Can't attend the symposium? That's okay; you too can participate by submitting your list to Debbie Hansen at [Hansend@naperville.il.us](mailto:Hansend@naperville.il.us) by April 17<sup>th</sup>. The membership committee looks forward to your responses! And we hope to see you at the symposium!

## Here's a bright idea!



Become a  
**Certified Alarm Manager**  
at the Symposium!

See the Certification section of the website.

### Website Committee Bits

*By Shellie Reid, Committee Chair*

What's new on the website this month?

The [Communications Committee](#) has been working diligently behind the scenes to provide new and vital information to members on their committee pages. If you haven't checked things out lately, it might be worth a stop. If you are considering studying for the Certified Alarm Manager Exam, be sure to check out the [Publications Checklist](#). If you want to feel tired, stop over to the page listing the [initiatives](#) completed in 2012. Wow— the publications listed there will be helpful for so many of us. Here are just a few:

- How to Create the Most Effective Annual Report
- Job Descriptions for Alarm Unit Staff
- Universal Alarm User Permit/Registration Form
- New Home Move-Ins
- Audio/Video Verification

This is just a small sample of the content available for you because the Communications Committee has taken up the challenge to enhance their presence on the website. Be sure to check it out I encourage each of you to remember that the website is a resource that is at your fingertips. Don't forget to use it!

# Featured Resource – Standards Can Reduce False Alarms

By Brad Shipp, FARA



A wide variety of federal, state and local laws and regulations pertain to alarm systems, installers and companies.

Many of these can provide you with a method to enforce false alarm reduction efforts.

The full list of FARA other presentations and publications can be accessed on our [web site](#). Copies can be downloaded from the member's only site.

## FARA's Believe it or Not

By: Brad Shipp, FARA

From Recent News headlines –

- **TX: Teens break into police chief's house: Arrested at scene**  
2.16.13 - Examiner.com - Sugar Land, TX - 15, MSN reported that the kids were arrested when police responded to the house alarm that the boys set off. The two boys may have not known that the house ... [More Info](#)
- **NJ: Malfunctioning fire alarm leads to pot arrest in Hillsdale**  
2.20.13 - NorthJersey.com - Hillsdale, NJ - Lauren Pallatta, 25, was in her apartment over the weekend when Officer Chris Donaldson responded to a fire alarm in her building, said ... [More Info](#)
- **MA: Northborough police: Drunk man broke into home he thought was ...**  
2.19.13 - MetroWest Daily News - Northborough, MA - Police responded to a burglar alarm at the 10,828-square-foot home at 1:05 a.m. Sunday and found that the front door had been broken, said ... [More Info](#)
- **NE: 'Butterfingers' teens charged with burglary Scottsbluff**  
3.5.13 - Kearney Hub - Scottsbluff, NE - According to an arrest affidavit filed in Scotts Bluff County Court, Scottsbluff Police were called to an alarm at the business at 11:20 p.m. Sunday. Upon arrival, a ... [More Info](#)
- **PA: McDonald's receipt leads police to pair who allegedly burglarized ...**  
3.4.13 - The Express Times - LehighValleyLive.com – Moore, PA - Authorities were called Dec. 8 to an active burglary alarm, police say. They found a broken window at the ... [More Info](#)
- **MA: Suspected burglar arrested after falling asleep in Brookline apartment**  
3.14.13 - Boston.com - Brookline, MA - According to a Brookline police report filed in court, a resident of the third-floor apartment was awakened by his alarm around 5:15 a.m. and then ... [More Info](#)

Do you have any stories you would like to share about stupid criminals or strange, unusual, or funny reasons for false alarms? How about outlandish things that happen in the course of your usual work day? I know we all have them, so let's share and give everyone a chuckle! Please forward your stories to [lespinosa@beavertonoregon.gov](mailto:lespinosa@beavertonoregon.gov) and we'll put them in the next InfoLink for all to share!

## Joke of the Month

1st Person: "Do you know anything about this fax-machine?"

2nd Person: "A little. What's wrong?"

1st Person: "Well, I sent a fax and the recipient called back to say all she received was a cover-sheet and a blank page. I tried it again, and the same thing happened."

2nd Person: "How did you load the sheet?"

1st Person: "It's a pretty sensitive memo, and I didn't want anyone else to read it by accident, so I folded it so only the recipient would open it and read it."

Do you have any great jokes to share? Please send them to [lespinosa@beavertonoregon.gov](mailto:lespinosa@beavertonoregon.gov)



## Education Answer to Alarming Problem of User Error

2.27.13 – Security Systems News - Mesa, Ariz.—"Alarm schools" run by law enforcement agencies—where repeat false-alarm offenders go to learn about their systems to avoid more false dispatches—have been found to work very well, but not enough communities have them. How can security companies get alarm schools going in their communities and what other resources are out there to help educate end users about false alarms? [More Info](#)

## 10 Cities With the Most Burglaries

3.5.13 - MSN - While crime rates have been falling across the nation, there are still some bad eggs out there. And if you forget to lock your doors, you may want to avoid Texas. According to the FBI, burglaries accounted for approximately \$4.8 billion in lost property in the United States in 2011, the most recent year for which data exist. With almost 2.2 million such crimes committed, this puts the average loss per burglary at \$2,185. [More Info](#)

## Woodland Police Officer Involved In Collision Responding To Call

2.27.13 - Sacramento Bee - Woodland, CA - ... responded to a report of an officer in need of assistance at an alarm call in according to a Police Department news release. [More Info](#)

## Police Dispatch Quality (PDQ) Award Entries Deadline Extended

2.11.13 - Security Sales & Integration - Nominations are being accepted for the eighth annual Police Dispatch Quality (PDQ) Award program.

Entries are due April 19. [read more](#)



## News on Door to Door Sales

*Courtesy of NESAs*

- **CO: Elderly residents with security systems are being targeting by con ...**  
3.16.13 - The Denver Channel – Denver, CO - They said they were at her home to check on her security alarm system. She has a security alarm company flag in her front yard. The woman told 7NEWS that ... [More Info](#)
- **CT: Kevin Hunt: The Top Consumer Complaints, Scams Of 2012**  
3.4.13 - FOX CT – Hartford, CT - "We get complaints across the board, from alarm systems to work-at-home schemes," says DCP spokeswoman Claudette Carveth. "Therefore, the total number ... [More Info](#)
- **IL: Mount Vernon police warn of increase of burglaries**  
3.12.13 – KFVS - Mount Vernon, IL - Investigators say the suspect calls people, especially those who live alone, and pretends to be an alarm company salesman. Officers say that's when the suspect ... [More Info](#)
- **KS: Alarm Company Pays Fines For Consumer Protection Violations**  
3.15.13 - WIBW - Topeka, KS - A Utah home security alarm company accused of violating Kansas consumer protection laws has agreed to pay restitution, fines and ... [More Info](#)
- **LA: BBB of Acadiana warns of elderly emergency alert scam**  
2.25.13 - Better Business Bureau - Lafayette, LA - According to BBB files, they claim that the alarm is necessary to protect against a long ... The scammers also claim that senior can receive an alarm system worth ... [More Info](#)
- **NC: Action 9: Woman wants out of contract with alarm company**  
2.14.13 - WSOC – Charlotte, NC - One local woman signed up with an alarm company to make her home feel safer, but she quickly found out it was her bank account that need protection. [More Info](#)
- **NM: APD warns homeowners of security system scam**  
3.5.13 - Albuquerque Journal - Albuquerque, NM - Homeowners are encouraged to be wary of door-to-door salesmen who sell security alarms, police said in a news release, since the alarm systems can be ... [More Info](#)
- **NM: APD warns of door-to-door alarm sales**  
2.23.13 - KRQE – Albuquerque, NM - High-pressure sales agents peddling alarm systems are knocking on Albuquerque doors, according to police who say residents should be alert to disreputable ... [More Info](#)
- **TX: BBB: Wave of telemarketing scams target seniors**  
2.17.13 - Odessa American – Odessa, TX - The recording claims the alarm will protect against dangers such as break-ins and ... In this case, the call alarms seniors by describing a situation where they are ... [More Info](#)

- **TX: Bouquets And Brickbats**  
3.2.13 - Beaumont Enterprise - Beaumont, TX - A residential alarm company soliciting door-to-door in the south end of Beaumont with unethical tactics. According to elderly homeowners who contacted ... [More Info](#)
- **TX: BPD reminds homeowners to be wary of unsolicited door-to-door ...**  
2.24.13 - Beaumont Enterprise - Beaumont, TX - Over the past two days, citizens have contacted our Department in reference to a residential alarm company soliciting door-to-door in the south end of Beaumont ... [More Info](#)
- **TX: Door-to-door Fire Alarm Salesman Saves Teen From House Fire**  
3.2.13 - KSEE - Garland, TX - A door-to-door salesman selling home fire alarms noticed smoke coming from a Texas home, heard a woman screaming and broke a window ... [More Info](#)

## Public Safety Updates

*Courtesy of NESAs*

- **AL: Foley OKs alarm change**  
2.21.13 - Gulf Coast News Today - Foley, AL - Foley residents and business owners are one step closer to never again having to pay an annual registration fee with the city for alarm systems. [More Info](#)
- **AR: False Alarm Calls Decline**  
3.16.13 - Northwest Arkansas News - Fayetteville, AR - Residents and business owners can register their alarm online at [www.crywolf.us/oss/fayettevillear](http://www.crywolf.us/oss/fayettevillear) or by calling 877-575-0933. Forms are also available at the ... [More Info](#)
- **AZ: Phoenix man questions \$192 bill from police**  
3.6.13 - AZFamily - Phoenix, AZ - "The alarm company called me and said, 'Your alarm went off. It was the motion detector in one of the window sensors. We notified Phoenix police and they ... [More Info](#)
- **AZ: Surprise seeks advice on false alarm ordinance**  
2.12.13 - YourWestValley.com - Surprise, AZ - Provide for an appeal system should the police department initially determine the alarm to be false; in addition, the ordinance would provide the following ... [More Info](#)
- **CA: Fees Placed On 911 Hang-Ups And False Alarms**  
2.15.13 - KIEM - Crescent City, CA - 911 hang-ups and false alarms could now cost you some out of pocket cash if you live in Crescent City. The City Council passed ... [More Info](#)
- **CO: 97% of burglary alarms in Colorado Springs are false**  
2.19.13 - KOAA.com Colorado Springs and Pueblo News - Colorado Springs, CO - More than 97 percent of the 10,529 burglary alarm calls responded to by Colorado Springs police in 2011 and 2012 were false alarms, according to data ... [More Info](#)
- **GA: Johns Creek Approves 'False Alarm' Ordinance**  
2.12.13 - Patch.com - Johns Creek, GA - If "you pass this ordinance ordinance, you'll see the number of false alarms drop drastically," said Johns Creek Fire Chief Jeff Hogan. He described the ... [More Info](#)
- **GA: North Fulton towns adopt false alarm fines**  
2.28.13 - Atlanta Journal Constitution - Johns Creek, GA - The Johns Creek City Council recently updated an ordinance city officials say will reduce the number of false alarms being responded to by emergency ... [More Info](#)
- **IL: Burglars, cops share tricks of the criminal trade in Park Ridge**  
3.14.13 - Park Ridge Herald-Advocate - Park Ridge, IL - Nor is an alarm system always a deterrent. Ron described how he and his partners did "dry runs" where they tripped the alarm and waited to see how quickly ... [More Info](#)
- **IL: Pittsfield moving toward penalties for multiple false fire alarms**  
3.6.13 - Quincy Herald Whig - Pittsfield, IL - Under the ordinance, the third false alarm in 30 days will result in a \$200 service charge. Subsequent nuisance alarms in the same 30-day period will result in ... [More Info](#)
- **IL: Westmont approves fire alarm and sprinkler ordinance changes**  
3.14.13 - Suburban Life Publications - Westmont, IL - The Westmont Village Board earlier this month approved updates to the Village Building Code and Fire Code regarding fire alarms and sprinkler ... [More Info](#)
- **IN: City eyes police nuisance call fee**  
3.8.13 - South Bend Tribune - South Bend, IN - Trent said he likens the ordinance to the city's alarm ordinance, which charges property owners a fee for service after so many successive false security alarms. [More Info](#)
- **KY: After false alarm generated, owners get 20 days to register**  
3.14.13 - Richmond Register - Richmond, KY - Owners of unregistered fire or burglar alarms that falsely summon police or firefighters will have 20 instead of three days to register their systems under a new ... [More Info](#)
- **MI: Companies refuse to pay Flint false alarm bills**  
3.4.13 - WANE - Flint, MI - Alarm companies are refusing to pay nearly \$134,000 in bills from the city of Flint related to police response to false alarm calls. The Flint ... [More Info](#)

- **MI: Elkhart officials alarmed by business' faulty security system**  
2.14.13 - Elkhart Truth - Elkhart, MI - Since March 2012, there were more than 30 reports of false alarms at Begley Automotive Inc., 1201 ... Seven to 10 incidents draw a \$50 fine for each false alarm. [More Info](#)
- **MO: Sheriff revitalizes Neighborhood Watch program in Texas County**  
2.22.13 - The Licking News - Houston, MO - Advancements in the technology have greatly reduced the number of false motion alarms set off by pets. And many officers, such as Officer Pat Burton, of the ... [More Info](#)
- **NJ: Livingston Township Council Honors Camuso Committee, Approves ...**  
2.26.13 - Patch.com - Livingston, NJ - Ord. 5 –2013, for replacing Chapter 57 Alarm Systems, with Chapter 57 Alarm Monitoring Systems of the Code of the Township of Livingston, is an attempt to cut ... [More Info](#)
- **NL: False alarms dogging Do-Right in Newfoundland**  
3.6.13- Security Systems News - More than 12,000 false alarms in one year, including 81 from just one address? It's enough to make a deputy reach for the Screech. [More Info](#)
- **NM: APD video crime center debuts**  
3.2.13 - Albuquerque Journal - Albuquerque, NM - Police can only tap into them when a store employee presses an alarm button. On March 14, the department is hosting an event at Cottonwood Mall at 8:30 a.m. [More Info](#)
- **NM: Mayor faces council censure**  
2.23.13 - Rio Rancho Observer - Rio Rancho, NM - A second reading of an amended alarm ordinance. The changes would require alarm companies to tell new customers about the ordinance, which requires a ... [More Info](#)
- **NM: Police debut video crime center that monitors city**  
3.5.13 - Police News - Albuquerque, NM - Police can only tap into them when a store employee presses an alarm button. On March 14, the department is hosting an event at Cottonwood Mall at 8:30 a.m. ... [More Info](#)
- **NY: Ulster County considers 911 nuisance law**  
3.7.13 - Mid-Hudson News - Kingston, NY – If Ulster County Sheriff's deputies have to respond to a false burglar alarm at a private residence or business more than three times, the county may ... [More Info](#)
- **OH: Police issue citations for repeated false alarms: University Heights ...**  
2.13.13 - Plain Dealer - University Heights, OH -False Alarms, Multiple Locations: Citations for false alarms were delivered Feb. 4 to Family Dollar and Feb. 7 to Gesu School, ... [More Info](#)
- **OH: Smooth transition predicted for 911 change**  
3.1.13 - Cincinnati.com - Kenton County, OH - For non-emergency calls, such as a false alarm on your security system, call the ... The only hiccup in the changeover may be on the part of the many alarm ... [More Info](#)
- **PA: Liquor license transfer application approved**  
2.19.13 - Delco News Network - Springfield, PA - First reading was approved for an ordinance that would regulate and require automatic fire alarm systems for non-owner occupied rental properties, including ... [More Info](#)
- **SC: Myrtle Beach considers charging for false alarms**  
3.12.13 – WMBF - Myrtle Beach, SC - Today, the Myrtle Beach City Council will review an ordinance that will charge for false alarm calls that Myrtle Beach Fire Rescue ... [More Info](#)
- **TN: Register alarms with city; multiple false alarms may trigger fines**  
3.4.13 - Jackson Sun - Jackson, TN - A false alarm soon may trigger not only a visit from the police but also a fine, said Capt. Jerry Truelove of the Jackson Police Department's crime prevention unit. [More Info](#)
- **TX: New Way You Can Track Crime in Dallas**  
3.4.13 - NBC 5 Dallas-Fort Worth - Dallas, TX - "I lock my doors, I have an alarm system. Why do I need to know that? What would I do?" Maybe it's not for everyone, but several people downloaded the app to ... [More Info](#)
- **UT: Alarm companies given until May**  
3.1.13 - Park Record - Summit County, UT - Justin Martinez met with representatives of the Utah Alarm Association Wednesday morning to discuss Edmunds' recent decision to stop responding to ... [More Info](#)
- **UT: Salt Lake County modernizes business license ordinance**  
2.20.13 - Salt Lake Tribune - Salt Lake City, UT - ... selling alcohol and tobacco, massage parlors and sexually oriented businesses, residential solicitors, taxi companies, check cashers and alarm businesses. [More Info](#)
- **VA: Newport News police use surveillance cameras in crime fight**  
3.1.13 - Daily Press - Newport News, VA - "It's not something we would monitor all the time," Fox said. "However, if an alarm did go off, we would have the ability to see what's going on and provide details ... [More Info](#)
- **WA: Oroville approves 'false alarm' ordinance**  
3.14.13 - Okanogan Valley Gazette Tribune - Oroville, WA - After fine tuning over the last two meetings, Oroville set an ordinance setting fees for "false alarm" calls in an effort to try and curtail unnecessary ... [More Info](#)



## Industry News

Courtesy of NESAs

- **Private Sector Filling Gaps Left by Police Budget Cuts**  
2.21.13 - Officer.com - ... could send alerts to one another when they noticed suspicious people around; she also pays extra to an alarm company to drive through the neighborhood. [More Info](#)
- **Report: U.S. demand for security products, systems to reach nearly \$20B in 2016**  
2.15.13 - Security Info Watch - Electronic access control systems and locks expected to see the greatest gains [More Info](#)
- **Honeywell Total Connect Is Basis for New DIY Alarm Offering**  
2.21.13 - CEPro - SAFE Security with operations in 44 states launches SAFE@home, a new division catering to DIY wireless alarm system installation using Honeywell Total ... [More Info](#)
- **America's Most Promising: Todd Pedersen, Founder of \$2B Home ...**  
2.21.13 - Forbes - Fast forward to 1999: Pedersen founded APX Alarm, which he later evolved to Vivint. As the company grew he obtained credit agreements with Goldman Sachs ... [More Info](#)
- **Mich. Alarm Companies Billed \$134K for False Alarms**  
3.7.13 – Security Sales & Integration - Flint, MI - The Burglar and Fire Alarm Association of Michigan (BFAAM) and the Security Industry Alarm Coalition (SIAC) are contesting a policy here that bills alarm companies for false alarms instead of the consumer. [More Info](#)
- **Lowe's Iris now in Verizon Wireless stores**  
3.6.13 - Security Systems News - Mooreville, NC - Lowe's has recently started offering Iris, its new do-it-yourself home automation/home security product, in select Verizon Wireless stores. In what regions of the country have such sales been launched, how does the partnership benefit both companies, and what other plans does Lowe's have for expanding sales of Iris? [More Info](#)
- **Time Warner Cable amps up IntelligentHome rollout**  
3.6.13 - Security Systems News - New York, NY - After launching its IntelligentHome security/home automation product in upstate New York, Southern California and North Carolina in 2011, Time Warner Cable recently announced it plans to roll out IntelligentHome in its footprint nationwide this year. In what states is the professionally installed and monitored IntelligentHome now available? [More Info](#)
- **ADT sued over early termination fees**  
3.6.13 - Security Systems News - Early termination fees are pretty much standard in the security industry but now The ADT Corp. is facing a lawsuit over them, I've learned. Earlier this week two law firms announced the filing of a class action lawsuit in federal court in California on behalf of ADT Home Monitoring Services customers regarding early termination fees, also termed early cancellation fees. [More Info](#)
- **Dealers ready for the demise of 2G, POTS**  
3.12.13 - Security Info Watch - Some see transition as an opportunity for their business [More Info](#)
- **Security Cameras Aid Texas Police to Catch Thieves**  
3.8.13 - Security Today - Fit Logistics, a family-owned trucking company fed up with losing approximately \$10,000 to fuel thieves, installed security cameras on their property. But, these are no ordinary cameras! These surveillance cameras have special motion and zoning sensors, allowing them to detect criminal activity in real time and stream live video feeds to a command center where specialists can immediately alert police. [More Info](#)
- **Insurer Sues TycoIS for Compromised Security System**  
3.14.13 – Security Sales & Integration - An insurer for Eli Lilly & Co. filed a lawsuit against Tyco Integrated Security (TycoIS) in a Connecticut federal court Monday, claiming that a faulty security system led to the 2010 theft of roughly \$80 million in pharmaceuticals from Lilly's distribution facility in Connecticut. [More Info](#)

## 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  
[bradshipp@4yoursolution.com](mailto:bradshipp@4yoursolution.com)

## FARA 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 false alarm reduction 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 users.

## Contact Us

False Alarm Reduction Association  
10024 Vanderbilt Circle, Unit 4  
Rockville, MD 20850  
Email: [info@faraonline.org](mailto: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](mailto:info@faraonline.org)

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