



InfoLink

Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink July 2016 Edition

- **FARA News**
 - News from the Membership Committee.....
 - Job Opening In Howard County MD
 - ASAP Offers Free Passes to APCo Exhibits
 - Financial Startup, ItsPayd, Wins Praise
 - Amherst Alarm Collects PDQ Award for False Alarm Reduction Prowess
- **General News**
 - FARA's Believe it or Not
 - News on Door to Door Sales
 - Public Safety Updates
 - Industry News
- FARA Mission Statement
- Contact Us

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News from the Membership Committee.....

Attention! Are your Membership Dues paid?

DON'T Risk losing the many fantastic membership benefits!

Benefits such as...

- Great **networking** environment consisting of Public Safety, Alarm Users and Alarm Industry personnel sharing tips and information on successful false alarm reduction programs
- Professional, informative **Bulletins** ready for distribution
- **InfoLink** to keep you informed on what's new
- Website access filled with abundant **resource materials** to assist you with running a successful False Alarm Reduction Unit!
- **Professional Certification:** A program which provides you with tools to demonstrate your professionalism and knowledge of alarm management

DO

Contact FARA to update your Membership

E-Mail: info@faraonline.org

Website: <http://www.faraonline.org>

Job Opening In Howard County MD

Eileen P. Skidmore, Howard County Department of Police

We have a full-time Administrative Support Technician II (benefited) position available in the False Alarm Reduction Unit. It was just advertised on the Howard County Web page Friday, July 22, 2016. **Online applications are due no later than Friday, August 5, 2016.** The starting salary is \$31,283.20. The link is noted below. Also included below is a summary of the Essential Duties and Responsibilities.

If you know of anyone who might be interested in applying, please share the Web site link. Thank you!

<http://agency.governmentjobs.com/howardcounty>

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following. Other duties may be assigned. Act as first point of contact for the Unit- answers incoming telephone calls and assists alarm users and alarm companies with inquires and solve problems. Document discussions as administrative notes in the related alarm registration file. Generate and process renewal letters and late fee notifications (using email and postal service). Review and verify alarm activation data received from the 9-1-1 Center. Determine if calls are a false alarm and charge accordingly using Cry Wolf Software. Verify accuracy, update, and enter data: residential and non-residential alarm registrations, renewal information, duplicate alarm registrations, online registrations, and payments for false alarm fines and late fees. Review and respond to emails received in the False Alarm Reduction email inbox. Responsible for processing and sending the following daily mailings: false alarm warnings and penalty letters, renewal letters (alarm users and alarm businesses), and late notices. Process daily incoming mail: registrations and checks, duplicate and temporary registrations, and research returned mail to determine status and correct address. Scanning: alarm registrations, renewals with changes, inspection notices, requested changes from alarm companies, and occasional correspondence. This job has no supervisory responsibilities.

ASAP Offers Free Passes to APCo Exhibits

At APCO's conference next month in Orlando, Florida ASAP (the Automated Secure Alarm Protocol) will have a booth (#665) where you can come learn more about the program, speak to experts, and watch a live demo. APCO, which collaborates with CSAA to implement ASAP, is offering free two-day exhibit hall passes to public safety – a great opportunity for you to get a first-hand look at ASAP! Please join us in Orlando, August 15-16! Use the instructions below to register for your free exhibit hall pass. (Please share this information with other PSAPs.)

Registration Instructions:

1. Go to <http://www.apco2016.org/registration/>
2. Select the "Register Today!" button
3. Enter your email OR member number if known
4. OR
5. Select the "Enter Your Information Here" button
6. Select the "Member or Nonmember **Exhibit Hall Only – Two Day Pass**" registration category,
7. For new attendees create a password to gain access to the Attendee Service Center to access additional features
8. Verify the Attendee Information populated on the screen
9. Include an emergency contact for use only while onsite
10. Select the option for sharing your information you are comfortable with
11. Include a CC email if you would like another individual to receive the registration confirmation
12. Complete the Demographic Profile
13. Tickets to Connect & Celebrate Dinner and Networking Events are **NOT** included with this registration category but are available at this time for purchase
14. Review the Registration Summary page
15. On the payment page enter the "**code**" provided within the invitation received from your Exhibitor contact: [nKGw5C1c](#)
16. Select Apply to remove the cost of the registration price
17. Select the box to accept the Cancellation Policy
18. A confirmation will be sent to the email provided and to the CC email if applicable



Financial Startup, ItsPayd, Wins Praise



Temecula, CA, June 3, 2016 (Newswire.com)

ItsPayd was the recipient of three prestigious awards this past week at the ICX Summit held in Dallas, Texas and at the CardNotPresent (CNP) Expo, held in Orlando, Florida. The cloud-based software company won the 2016 Elevate Award for Best ICX Deployment Financial Services at the ICX Summit and the Customer's Choice Award for Best Mobile Solution and the Judge's Choice Award for Best Alternative Payment Solution at the CNP Expo.

ICX is an association whose mission is to "help brands apply technology to the goal of creating transcendent customer experiences". At the ICX Summit, companies are awarded based on their ability to do just such: improve the customer experience.

The CNP Expo is a celebration of innovations in the 'card-not-present' industry. At the expo, banks, merchants, alternative payment providers, and many more come together to network and work together in order to make a better world for safe, easy, and convenient payment options.

ItsPayd's is a cloud-based software application that allows its users to offer several custom payment plans to settle past due accounts. Customers select a payment plan that best meets their current cash flow, all of which can be accessed on a mobile device.

About ItsPayd: ItsPayd is a web based online billing toolkit that gives control back to vendors and end-users by providing a simple, automated payment platform for multiple industries. Not only does the web based platform allow for quick solutions to payments plans, ItsPayd also gives customers a friendly, secure, and private option for billing obligations. To learn more about ItsPayd's service and offerings, visit itspayd.com or contact Ken Green, CEO and Founder: kgreen@itspayd.com (760) 717-5897

Amherst Alarm Collects PDQ Award for False Alarm Reduction Prowess

6.9.16 - Security Sales & Integration

The Amherst, N.Y.-based security provider proved its false-alarm reduction mettle to take home the hardware at the 2016 Electronic Security Expo.



Amherst Alarm accepts its award at the event.

FORT WORTH, Texas — [Amherst Alarm](#) was awarded the 11th annual [Police Dispatch Quality \(PDQ\) Award](#) for its ongoing efforts to reduce false alarm dispatches during a special ceremony today at the Electronic Security Expo.

The [Security Industry Alarm Coalition \(SIAC\)](#), [False Alarm Reduction Association](#) (FARA) and Security Sales & Integration established the PDQ award program in 2005.

Also endorsed by the Installation Quality (IQ) program, the PDQ award program spotlights alarm installing and monitoring businesses for creating best practices that help prevent false alarm dispatches.

[Amherst Alarm](#) received the award during the Public Safety Luncheon. Engineered Protection Systems (EPS) was the PDQ Award runner-up for the second year in a row.

An in-depth look at the company's award-winning practices will be featured in the October issue of SSI.

Other previous winners include, [Broadview Security](#), [Atronic Alarms](#), [Alarm Detection Systems Inc.](#), [Brink's Home Security](#), [Custom Alarm](#), [HS Technology](#), [Vector Security](#) (two-time winner), [Monitronics](#) and Habitec Security.

FARA's Believe it or Not

By: [Brad Shipp](#)

- **CO: Pueblo West teens unwittingly pick police officer's home to rob**
6.4.16 - Colorado Springs Gazette - The officer responded when he received a call from the alarm company and saw the two juveniles running from the home. He pursued the teenagers on foot ... [More Info](#)
- **Bug in alarm system traced to bug in alarm system**
6.17.16 - Madison.com - An unidentified spider was fingered as the culprit in a false alarm that brought firefighters to an apartment Friday morning. [More Info](#)

- **CA: Burglar breaks into Folsom Dos Coyotes, leaves behind photo of face**
6.23.16 - KCRA Sacramento - An alarm activated inside the Folsom Boulevard restaurant at 7:03 a.m. Sunday, just as the suspect was kicking out the sheetrock above the restaurant office. [More Info](#)

Do you have any stories you would like to share about 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 bradshipp@4yoursolution.com and we'll put them in the next InfoLink for all to share!

News on Door to Door Sales

Courtesy of NESAs

- **Company director and employee given suspended jail terms and ...**
5.31.16 - Bury Free Press - A director and a salesman from a security alarm firm, who used high pressure sales techniques, have received suspended jail terms and ordered to pay over ... [More Info](#)
- **Take on door-to-door sales with these tips**
6.5.16 - The Daily Advertiser - Alarm systems: BBBs across the country receive complaints about people selling alarm systems and failing to divulge terms of the contract for alarm system ... [More Info](#)
- **BBB warns of door-to-door alarm sales**
6.7.16 -WCNC.com - This week the Charlotte Better Business Bureau is warning everyone about alarm system companies who may not be what they say they are when they show up .. [More Info](#)
- **Scammers target ADT Security System owners**
6.10.16 - KSDK.com - Beware of door to door home alarm salesman: That's the message one home security company wants its customers to hear, after men posing as company ... [More Info](#)
- **Woman Stands Ground Against ADT Scammers, 2 Later Arrested**
6.8.16 - SSI - Margaret Knight, 61, knew something was wrong with the people at her door claiming to be ADT workers. One month later, the two people who were at her house were arrested. [More Info](#)
- **How to defend yourself from hard sell tactics**
6.16.16 - kfor.com - Bill Davey of Globelink says these are actual alarm companies that will use high-pressure or deceptive tactics to get you to switch your system, often times trying... [More Info](#)
- **Consumer Experts Warn of Door-to-Door Security Alarm Schemes**
6.17.16 - KSTP.com - Minnesota's Attorney General warns homeowners to keep their eye out this time of year for some door-to-door security alarm salesmen offering services around ... [More Info](#)
- **BBB offers tips on summer solicitors**
6.18.16 - Chippewa Herald - "Wisconsin summer is finally here and the warm weather will bring salespeople to our front doors offering asphalt paving, home improvements, alarm systems, ... [More Info](#)
- **Several door-to-door sales complaints reported over the past week**
6.22.16 - KIMT 3 - Rochester, MN - A warning from Rochester Police regarding door-to-door alarm system salesmen. Over the past week, reports of high-pressure sales ... [More Info](#)
- **BBB on homes: Take great care in researching home security**
6.24.16 - Chron.com - Although no alarm system will make your home completely burglar-proof, a home security system can reduce chances of being burglarized and provide peace of .. [More Info](#)
- **Gunman robs alarm systems salesman in Gary**
6.25.16 - nwitimes.com - Gary - A Orem, Utah, man selling alarm systems in the city's Brunswick neighborhood was robbed Wednesday, police said. The 20-year-old man told police ... [More Info](#)
- **AZ: Attorney General: Watch out for alarm system scams**
6.30.16 - The Daily Courier - Phoenix - The Attorney General is warning Arizonans to be aware of door-to-door home alarm security scams. The scam involves using deceptive sales tactics ... [More Info](#)
- **LA: SPD warns of fake utility service workers**
6.29.16 - Shreveport Times - ... at the homes of unsuspecting residents, claiming to be service contractors for the security alarm company ADT and the internet and cable provider Comcast. [More Info](#)
- **WI: BBB offers tips on summer solicitors**
7.2.16 - Appleton Post Crescent - "Wisconsin summer is finally here and the warm weather will bring salespeople to our front doors offering asphalt paving, home improvements, alarm systems ... [More Info](#)
- **Salesmen knocking on doors at night creates flap in Livingston ...**
7.4.16 - The Advocate- The Livingston Parish Council may soon ban salespeople from making house calls outside of business hours after a former councilman said an alarm company ... [More Info](#)
- **BBB offers tips on summer solicitors**
7.5.16 - hngnews.com - "Wisconsin summer is finally here and the warm weather will bring salespeople to our front doors offering asphalt paving, home improvements, alarm systems, ... [More Info](#)

- **Metro warns residents to be vigilant of visitors after home security ...**
7.6.16 - WTVM - "You should never have somebody from your alarm company come out to your home without having an appointment first, so that's red flag number one. [More Info](#)
- **Some towns toughening door-to-door sales rules**
7.10.16 - Champaign/Urbana News-Gazette - "Energy companies, insurance companies, lawn care ... cable ... alarm companies, those are the biggest ones that we get," she said. Distributing information, like ... [More Info](#)
- **Homeowners with Security Systems Getting Phony Visits**
7.15.16 – KRGV - "Most alarm companies will set your appointment." Cruz said he always verifies his identity when he goes to homes on appointments. "Usually with my card, first ...[More Info](#)
- **Idaho Falls Police issues warning about alarm company fraudster**
7.19.16 - LocalNews8.com - The Idaho Falls Police Department has received reports of an unknown man fraudulently targeting residents with security alarm systems at their homes. [More Info](#)
- **IFPD warns against alarm company fraud**
7.21.16 - Idaho State Journal - Idaho Falls – The Idaho Falls Police Department has received reports of an unknown man fraudulently targeting residents with security alarm systems at their ... [More Info](#)

Public Safety Updates

Courtesy of NESAs

- **AZ: Glendale ends unpopular rules for security alarms; keeps fines**
6.16.16 - YourWestValley.com - Instead, the city will be taking a more proactive approach that, while not doing away with fines for excessive false alarms, gives owners the option of undergoing ... [More Info](#)
- **AZ: Will Scottsdale police come when you call?**
6.11.16 - azcentral.com - Scottsdale police officers could be asked to stop responding to certain types of calls - including home-security alarms and minor car crashes - after a ... [More Info](#)
- **CO: Boulder, Colo. to crack down on false alarms**
7.21.16 - SecurityInfoWatch - The Boulder City Council approved a new policy that requires alarm users to pay for a permit with the city and that also implements a tiered fine structure. [More Info](#)
- **CT: Residents reminded to pay annual alarm use fee**
6.3.16 - Easton Courier - The Easton Police Department reminds residents with active alarm systems that they must pay the annual \$20 use fee on or before July 1 in accordance with the ... [More Info](#)
- **CT: Wallingford police warn of upcoming change in false alarm policy**
7.6.16 - Meriden Record-Journal - Wallingford - Police are reminding residents about a change to the ordinance on private security systems and false alarms. Starting July 12, security ... [More Info](#)
- **FL: Boca police first in state to using new dispatch system for home ...**
7.12.16 - WPTV.com - Plenty of people have used their alarms. The police department said it received 7,560 alarm calls in 2015. Most were false alarms. Police reported 321 home ... [More Info](#)
- **FL: New public safety strategies taking shape in Coral Gables**
7.12.16 - Miami's Community Newspapers - Fire Alarm Responses: Since January, the number of residential and commercial false fire alarm responses has been reduced. An analysis of trigger issues is ... [More Info](#)
- **GA: Alarm registration open as false alarm ordinance being ...**
6.15.16 - 13WMAZ.com - Warner Robins Police told us false alarm calls represented almost two full time ... The ordinance requires business and residential alarm owners to register their ... [More Info](#)
- **GA: New program pushes residents, business owners to 'CryWolf'**
6.16.16 - 41 NBC News - CryWolf is part of the city's alarm ordinance and requires businesses and residential alarm owners to register their alarms. The goal is to cutback on the number ... [More Info](#)
- **GA: Warner Robins launches 'CryWolf' crackdown on false alarms**
6.29.16 - The Telegraph - All security alarm systems within Warner Robins are required to register with the city through CryWolf False Alarm Solutions. Fines start at third false alarm. [More Info](#)
- **GA: Warner Robins alarm ordinance deadline approaching**
7.13.16 - 13WMAZ.com - In 2015, the call center received 6,816 calls from alarm company operators that were calling for businesses and homes in Warner Robins. In 93 percent of those ...[More Info](#)
- **GA: Warner Robins halts new false alarm ordinance**
7.18.16 - 13WMAZ.com - Just a week after urging home and business owners to register their alarms, Warner Robins is putting a hold on its new ordinance meant to limit false alarm calls. [More Info](#)
- **IA: Commercial Security Camera Ordinance on Tap in Iowa Municipality**
7.15.16 – SSI - In Waterloo, law enforcement and city officials are proposing that retailers and other businesses upgrade their video surveillance systems to meet higher standards. [More Info](#)

- **IA: Updated c-store surveillance ordinance proposed in Iowa city**
5.31.16 - SIW - Proposal would allow Waterloo City Council to set minimum standards for video systems in the future... [More Info](#)
- **MD: Business Notes: Maryland Readers to Receive Credits from Apple in ...**
6.21.16 - BethesdaMagazine.com - ... Montgomery County's Department of Permitting Services will require contractors and other individuals applying for fire alarm, electrical or right-of-way utility ... [More Info](#)
- **NM: New APD staffing plan**
6.15.16 - KOAT Albuquerque - The plan is that we will only go to what we call verified alarms. That's where we see from the alarm company that there is an .. [More Info](#)
- **NV: False alarm code on hold**
7.15.16 - Reno Gazette Journal - "Does Lyon County have a false alarm problem? Yes. Last year, we had 2,036 calls. Only 13 of those were legitimate burglaries. That's less than one-half of 1 ... [More Info](#)
- **NY: Burglar alarm owners must register with Suffolk County or face hefty ...**
7.5.16 - www.greaterpatchogue.com - Suffolk County officials are urging all residential homeowners and commercial establishments to register their burglar alarms with the county or face hefty fines ... [More Info](#)
- **NY: Town Board, Seniors Debate Alarm Permit Fees**
7.21.16 - TAPinto.net - The code defines an alarm device as "any device which when activated by fire or other emergency, transmits a prerecorded message or other signal by ... [More Info](#)
- **OH: County in Ohio Adopts ASAP Program for Emergency Response**
7.21.16 - SSI - Automated Secure Alarm Protocol (ASAP) automates communication between central stations and 911 centers to improve response time. [More info](#)
- **OK: Additional fee could come to alarm system users**
6.4.16 - KSWO - Lawton, OK - Lawton residents who have an alarm system in their homes or businesses could have to start paying an additional fee, if the City Council ... [More Info](#)
- **OK: Council to consider utility rate increases**
6.16.16 - The Lawton Constitution - ... rate increases it has already approved for next year's budget and will look at setting registration fees for alarm systems in the city when the group meets today. [More Info](#)
- **OK: Council to study alarm proposals; agreement reached with police ...**
6.15.16 - The Lawton Constitution - As Tuesday's meeting started, Mayor Fred Fitch, responding to a residential request to address the issue, said the two agenda items dealing with alarm systems .. [More Info](#)
- **OK: Committee rethinks alarm plan**
6.26.16 - The Lawton Constitution - The proposal, which the council tabled June 14 for further study, would set a \$25 annual alarm permit fee for residents and a \$50 annual permit for commercial .. [More Info](#)
- **OK: Committee to tweak city code on false alarms**
7.10.16 - The Lawton Constitution - Emergency Communications Director Darrell Morgan said emergency personnel spend an average of 23 minutes per call if they respond to alarms (some calls ... [More Info](#)
- **SC: False security alarm calls on the rise in Greenville**
7.11.16 - WFXG.com - The city of Greenville has had an alarming increase in their number of false security alarm calls. Greenville police says they've responded to hundreds of false ... [More Info](#)
- **TX: Round Rock Police Warn Residents About Rash Of Home Burglaries**
6.25.16 - Patch.com - Get an alarm for your home. At minimum, place an alarm sign prominently displayed leading up to the front door, even if you don't have one. Just the possibility .. [More Info](#)
- **VA: City Hall cracking down on false burglar, fire alarms**
6.9.16 - Richmond Free Press - City Hall is about to crack down on false alarms at homes and businesses, including halting police responses to locations that have multiple false alarms. [More Info](#)

Industry News

Courtesy of NESAs

- **How Do You Determine Whether a Security Trend Is a Fad or the Next Big Thing?**
6.3.16 - SSI - Much has been made about the do-it-yourself (DIY) movement. How do security companies identify whether that or any other trend is simply a fad or a staple of the next game-changer in the industry? [More Info](#)
- **How Alarm Companies Can Defend Themselves From Door ...**
6.10.16 - Security Sales & Integration - Alarm companies need to be prepared for competitors to hit the streets to try to sway ... MOST alarm company owners are aware of what the competition is up to. [More Info](#)
- **CSAA votes to change name to The Monitoring Association**
6.14.16 - SSI - Fort Worth, Texas—The Central Station Alarm Association name is on its way out. [More Info](#)

- **Select Security partners with Mace to launch national DIY product**
6.16.16 - SSN - Lancaster, PA - Company finalizing manufacturer choice, executive director to oversee program. Select Security, a super-regional based here, is partnering with Mace, best known for its pepper spray, to launch a DIY product nationally in 2016. [More Info](#)
- **Proliferation of DIY smart home tech presents opportunities for dealers**
6.21.16 - SIW - New study shows almost half of smart devices in homes are self-installed ... [More Info](#)
- **Dealers Alarmed over False Alarm Fees**
6...13.16 - SIW - SIAC working to ensure local governments won't fine security providers... [More Info](#)
- **Automated Secure Alarm Protocol now live in Durham and ...**
6.22.16 - SecurityInfoWatch - Pittsburgh - Now that Automated Secure Alarm Protocol (ASAP) is live in Durham and Kernersville, North Carolina, many homes and ... [More Info](#)
- **Alarm Systems Acquires Milwaukee Security Systems Provider**
6.22.16 - Security Sales & Integration - Quincy, Illinois - Alarm Systems has acquired security solutions provider Associated Technical Services (ATS) and its affiliated music systems company. [More Info](#)
- **PPVAR makes headway in California**
6.22.16 - SSN - Sacramento, CA - More law enforcement organizations are recognizing the benefit of alarm verification; the California Police Chiefs Association board of directors adopted a resolution at its annual meeting that clarifies the term "verified alarm" and supports priority response. [More Info](#)
- **False Fire Alarms: Five Lessons to Learn from BRE Study**
6.22.16 - IFSEC Global - False alarms also reduce the confidence of the general public in FDAS. At FIREX 2016, fire alarm expert Rahman Chagger shared key findings of BRE's live ... [More Info](#)
- **Central stations: The key to DIY security systems for small dealers**
6.30.16 - SourceSecurity.com - DIY- the fastest-growing segment of the residential alarm market - has evolved from a niche trend into a major event in which the big dealers are "in" but the [More Info](#)
- **Bold Technologies refocuses on existing customers**
7.5.16 - Security Systems News - When end users click on a NotifyMe notification, an app opens, where they can "verify the alarm or cancel the alarm or view video," Coles said. "Central stations ... [More Info](#)
- **Consumers Prefer Biometrics Over Passwords**
7.5.16 - SIA - A new survey says that 52 percent of consumers prefer biometrics over passwords when logging into online accounts. [More Info](#)
- **Tenn. Couple Wonders Why Alarm System Went Quiet After Windows Were Smashed**
7.7.16 - SSI - Fran and Joe Martin had five glass breakage sensors as part of their home alarm system. [More Info](#)
- **Fire Marshals ask Amazon to stop selling untested smoke alarms**
7.15.16 - Valley News Live - (KARE) Washington state fire officials are warning people about potentially unsafe smoke alarms that have been sold online. The concern is for fire protection ... [More Info](#)
- **ADS continues to expand in Florida with acquisition of Alarm ...**
7.19.16 - SecurityInfoWatch - ADS Security (ADS) announced last week that it has acquired customer accounts from AlarmSpecialists of Cocoa, Florida. The purchase adds approximately ... [More Info](#)

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

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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 us at 301-519-9237, or by e-mail at: info@faraonline.org

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.

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