FARA InfoLink
Information for Public Safety False Alarm Reduction Professionals

FARA InfoLink September 2006

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Christine Mudrak, ADS Security, Receives National Award

Christine Mudrak, Central Station Quality Control Supervisor at ADS Security, has been honored as the Central Station Operator of the Year by the Central Station Alarm Association (CSAA). Mudrak, who has been associated with ADS Security since 1992, is the first person to receive this CSAA award, which is presented to a Central Station operator who has demonstrated outstanding knowledge, performance, and dedication, and made significant contributions to monitoring services. Mudrak received the award in late May at the 2006 CSAA Electronic Security Forum and Exposition in Savannah, Georgia.

"Christine has played an important role in the success and growth of our Central Station operation," said Mel Mahler, president and CEO of ADS Security. "Her exemplary performance has been consistently recognized by ADS Security and highly praised by our customers. We are very proud of Christine and honored that one of our outstanding ADS Security employees is the first recipient of this national award of excellence."

There are approximately 1,500 Central Station Operators in the 77 Central Stations of the companies ranked among the Top 100 electronic security firms in the nation. ADS Security, which is ranked as the 21st largest company in the nation, operates its Central Station in Nashville. ADS Security's Central Station monitors more than 59,000 commercial and residential accounts in 18 states and is the only non-proprietary Central Station monitoring operation in middle Tennessee that is listed by Underwriters Laboratories (UL). In 2003, ADS Security achieved Five Diamond Certification for its Central Station alarm monitoring operations, joining an elite group of fewer than 100 Central Stations in the United States to attain the highest level of certification awarded by CSAA.

Mudrak has worked in the alarm industry since 1987. Prior to joining ADS Security, she was employed by Signal Dispatch, a central station which monitored in the northeast region. Mudrak, an associate member of the False Alarm Reduction Association (FARA), has participated in two of

its international training symposiums and has been invited to serve on FARA advisory committees to help promote cooperative alarm management efforts among public safety, the alarm industry and the alarm user. She is an active supporter of Feed the Need, sponsored by Second Harvest Food Bank, and participates in ADS Security's community service projects, including a coat drive for Hurricane Katrina evacuees living at Clover Bottom Development Center and fire safety presentations at Boys & Girls Clubs.

The Central Station Alarm Association (CSAA), established in 1950, is an international trade association representing providers, users, bureaus and other agencies of UL-listed and for FM-Approved Central Station protection services. CSAA, headquartered in Vienna, Virginia, works to reduce false alarms, develop and promote the highest industry standards, develop and promote new technology, and represent its members before legislative and regulatory bodies. CSAA fosters relationships with related groups including law enforcement, fire, insurance and public officials and organizations.

ADS Security, the 21st largest electronic security firm in the nation, was established in Nashville in 1989. ADS Security operates from 13 branch locations in Tennessee, Kentucky, Alabama and Georgia.

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Internet Phone Firms Misdirecting 911 Calls

MAGGI MARTIN and LEILA ATASSI
Plain Dealer (Cleveland)

A Perry Township woman who called 9-1-1 about her sick child recently did not reach her local fire dispatcher.

Rather, a Colorado answering service picked up the line.

The woman gets her phone service through an Internet phone company, using Voice Over Internet Protocol, or VoIP. She does not have a traditional telephone line. She hung up on the Colorado center and tried dialing through her Internet company again, but she ultimately gave up and drove her child to the hospital.

Fire and police chiefs from across Northeast Ohio fear such scary anecdotes could become common unless state legislators regulate Internet phone companies, Concord Township Fire Chief Mike Warner said Monday.

"Millions of American households are in danger of calling 9-1-1 and not receiving the emergency response they need," said Warner, legislative director of the Ohio Fire Chiefs Association. "When people need help, they cannot afford any delay caused by a lack of access to local operators."

According to Infonetics Research, a national market research firm, VoIP users doubled worldwide between 2005 and 2006, with 12 million subscribers in North America, a 184 percent increase in one year.

With VoIP, voices are converted into packets of information that move through cyberspace along with the rest of the data on the Internet instead of over copper phone wires used with traditional phones.

People who dial 9-1-1 on traditional phone lines reach emergency dispatchers. And dispatchers can see, immediately, the addresses where 9-1-1 calls originate.

Safety officials want legislators to require Internet phone companies to immediately transfer 9-1-1 calls to emergency dispatchers in the callers' hometowns. Some companies do that, but others transfer the calls to national calling centers that are ill-equipped to handle them, as happened with the Perry woman. Others transfer calls to non-emergency lines in the callers' towns, lines

that are not staffed after 5 p.m.

And some VoIP calls get routed to the wrong places.

The Concord Township fire station received a misdirected Internet call from a resident in another Concord Township, in Delaware County near Columbus, the chief said. Warner held a news conference Monday on behalf of fire chiefs across the state to spread the word about the danger.

"County and fire officials spent more than 20 years upgrading emergency services so that we now have Enhanced 9-1-1 systems and can even trace cellular calls with new geo-tracking systems," Warner said.

A 9-1-1 dispatcher at the Lorain County Dispatch Center, which serves the entire county, said calls placed from VoIP systems get routed to the center's non-emergency line. Every day, people who use VoIP call 9-1-1 to test it. They're usually surprised and unhappy when they learn that their calls are not answered on the 9-1-1 emergency line and that their locations and phone numbers do not automatically appear on the dispatch center's computer screens.

He said dispatchers have never had trouble getting help to those who need it, even if they're using VoIP. But VoIP callers have to tell dispatchers where they are. In Shaker Heights, Police Commander Mike Schwarber said VoIP does not appear to be very prevalent in this area, but he worries about it spreading.

Orange Police Chief Christopher Kostura, area chairman for the Ohio Police Chiefs Association, said he was not aware of any serious problems yet but echoed Warner's fears.

"Any delay in 9-1-1 capabilities could cost lives," Warner said.

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The IQ Commitment to Installation Quality and False Alarm Control

By Lisa Prosser, Chairperson IQ Certification Board

I'm sure many of you are familiar with the IQ Certification Program. If you know about the program, it's quite possible that you have misconceptions about it, and we take the blame. We're working hard to change this because IQ is a vital program that helps public safety and the alarm industry work together to reduce false alarms.

IQ Certified companies are committed to quality security alarm system installations and end user education as a means to reduce the burden and risks that public safety agencies face as a result of false alarms. By working closely with you, we hope to strengthen the bond between the security alarm industry and the public safety community. One demonstration of this cooperation is the fact that public safety officials sit on the IQ Board. We are proud to have been endorsed by FARA, and we enjoy working closely with local, national and international agencies to ensure that security alarm companies are keeping their interests in mind.

In order to earn IQ Certification, companies agree to adhere to industry-accepted best practices for quality control, customer service excellence and the highest level of professionalism. Their technicians must have completed a nationally recognized training program in order to provide first-class installation, maintenance, monitoring and service while observing a strict code of ethics and adhering to specific quality management and false alarm control measures on every security alarm system. Most importantly, they must demonstrate that they are meeting these criteria annually in order to be re-certified.

FARA members play a major role in the certification process. When a company is seeking IQ Certification, the IQ Certification Board seeks out FARA members in that jurisdiction to review and provide feedback on the potential IQ Certified company. We also seek your input when companies are seeking annual re-certification. I can't stress enough how important it is to us to hear from FARA members. You are our eyes and ears in your area, and your feedback is

extremely helpful. The IQ Certification Program is growing, so if you haven't heard from us about a company in your area, you will soon.

Remember, working together, we can achieve our common goal of reducing false alarms and improving relations between security alarm companies and public safety agencies.

If you'd like more information about the IQ Certification Program, please visit our website at www.iqcertification.org or call us anytime at 814-833-8306.

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Request for Input on IQ from Steve Heggemann

Once again, I am asking for your assistance in identifying those alarm companies that have demonstrated a sustained commitment to Installation Quality and False Alarm Reduction. Do not hesitate to call me @ 410 887 4951 if you have any questions about the IQ Certification Program.

A brief overview of the IQ Certification Program may be found at
www.iqcertification.org/whatisIQ.html

I hope that all of you will take the time from your busy schedules to respond with your comments about the companies seeking renewal of their IQ Certification and those seeking initial IQ Certification. Your recommendations can be very brief. Please be specific.

Your recommendations will be shared with other members of the IQ Certification Board prior to voting to grant or renew IQ Certification.

Your recommendations may be included in correspondence from the IQ Board to alarm companies granting or denying IQ Certification.

Please send your comments to me at sheggemann@co.ba.md.us by September 15, 2006. Thanks your input is really appreciated!

- A-Alarm Security Co. - Columbus, GA
- Affiliated Central Inc. - Brooklyn, NY
- Alarm Watch, Inc.- Hunt Valley, MD
- Amalgamated Security Services Limited - St. James, Port of Spain, Republic of Trinidad and Tobago
- American Security Alarm, LLC - St. Joseph, MI
- Armor Alarms Inc. - Beaumont, TX
- C.O.P.S Monitoring Services - Williamstown, NJ
- CSSS, Inc. Central Station Security Systems - Anaheim, CA
- Deiter Bros Fuel Co., dba 4 Season's Security- Bethlehem, PA
- Dyck Security Services, Inc. - Port Huron, MI
- First Security Alarm Company - Reno, NV
- General Alarm, Inc. - Indianapolis, IN
- Innovative Sound & Security, Inc. - Burlington, NC
- Johnson Security - North Charleston, SC
- KEV Security Inc. - Clifton, NJ
- Lexcom Systems, Inc. - Lexington, KY
- Monitoring America Alarm Co-op - Tulsa, OK
- Priority Security Inc. - New Market, AL
- Real Security, Inc. - Hazlehurst, GA
- Satellite Industries, Inc.- Gaithersburg, MD
- Security Alarms Services Inc. (SAS)- Myrtle Beach, SC
- Security Alliance Command Center - Richmond, VA
- Security Central Network - Jackson, TN

- o Security Connection of Topeka Corp - Topeka, KS
- o Security Logics LLC - Oklahoma City, OK
- o Security Mart Corporation - Orangevale, CA
- o Security On-Line Systems, Inc. - Ambler, PA
- o Security Response Center- Sarnia, Ontario, Canada
- o Storm Security LTD - London, KY
- o Universal Telecom Services, Inc. - Blue Mounds, WI
- o Wilson's Alarm Services - Brandon, MS

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Featured Bulletin - New Home Move-Ins
Is There a Security System Already Installed?

You are ready to move into a new home or apartment and it is already wired for a security system. There may or may not be security equipment already in place. Whether you are going to utilize the system or not, the following is valuable information you should have.

The full list of bulletins, which have been approved by the board, can be accessed on our web site at
http://www.faraonline.org/html/consumer_tips.html

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FARA Regional Training Course Goes International!

The False Alarm Reduction Association held its regional course entitled, *"Your Successful Solution to False Alarms"* in Brampton, Ontario, Canada May 31-June 1, 2006 before almost 40 law enforcement, alarm industry and alarm user participants. Evaluation forms received from those attending revealed that FARA definitely "hit the mark" with this training and provided just the right mix of lecture, interactive exercises and networking in this two-day course.

FARA President Norma Beaubien and co-presenter of the course, said, "We had a great group of people, who were totally dedicated to the learning experience, were interested and engaging, and made it fun and easy for Jim and me to teach." FARA First Vice President Jim Cogswell commented, "There was a great mix of people in the class, which led to an exciting sharing of cross-information among law enforcement, alarm industry, alarm users and vendors."

Gerry Miller, Alarm Coordinator for the Peel Regional Police, Brampton, Ontario, was instrumental in coordinating all aspects of the course, from securing a wonderful facility in which to hold the class to getting a great deal of sponsorship donations, which allowed FARA to keep the cost per attendee at a minimum. "Gerry did such a fabulous job with everything associated with this training course that it will be hard to top!" lauded Norma Beaubien. "Her vision to include vendors in the mix and to allow them to showcase their products and services took the training to new heights previously never considered." A huge thank you goes out to both Gerry Miller and

her colleague Emily Pleasance for their dedication to ensuring the success of the course.

The regional training course is an intensive two-day course, which is designed to teach attendees how to design, adopt, fund and implement a successful alarm management program. Various topics include common terms, determining the scope of the problem, false alarm causes and solutions, benefits of alarm management, successful programs, available resources, false alarm tracking and billing software needs and communication, among others.

If you would like to host a regional training course in your area, please contact Stan Hanson, Chair, Training and Certification Committee at hansos@palmbayflorida.org.

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Dallas Training Symposium – Work Underway

A dedicated group of FARA members have been meeting regularly to develop an exciting agenda for FARA's upcoming Annual International Training Symposium to be held in Dallas, Texas from April 23-27, 2007. A sneak peek at the plate reveals a wonderful mix of panel discussions, interactive classes and lecture on topics such as third party administration of an alarm management program, emerging technologies, verified response policies, and success stories, to name just a few. While the FARA Board still needs to approve the final agenda and course selections, it looks like the Dallas symposium may very well have the most wide-ranging array of classes of any symposium held to date. Be on the lookout for your registration packets by late October and be the first to sign up for this "can't miss" training symposium!

You can make your hotel reservations now at the Radisson Hotel Central Dallas for just $85 per night plus tax. Be sure to mention FARA to get this unbelievably low rate. You can contact the Radisson in Central Dallas direct at 214/750-6060 or toll free at 800/333-3333. Why not make it a real vacation and come in early or stay late – the room rate is guaranteed for three days prior and three days after the symposium! We hope you take full advantage of all Dallas and the great State of Texas have to offer!

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2nd Annual PDQ Award Nominations Program in Full Swing

Applications are now being accepted for the 2007 PDQ Award Program. The Police Dispatch Quality (PDQ) Award is presented to the security company that demonstrates outstanding collaborative efforts to reduce unneeded public safety dispatches while providing superior service to the customers and communities it serves. The PDQ Award was created by the False Alarm Reduction Association (FARA) and the Security Industry Alarm Coalition (SIAC), and is co-sponsored by Honeywell Security and Security Sales & Integration Magazine, to promote partnerships in public safety and to recognize those companies that understand the impact of false alarm responses on all parties involved and develop comprehensive programs to reduce or eliminate false dispatches.

Updated information on the 2007 PDQ Award process has been posted on the web site. The best overall collaboration will be honored with the **North American PDQ Award for 2007**. The

9/8/2006

winning company will receive:

- A custom-made PDQ Award and/or certificate
- Presentation of the award at a ceremony in the winning company's town from their local law enforcement representative, with local press coverage
- A $1000 check to cover expenses for one representative to attend the 2007 ISC West Show for the formal presentation of the award
- Photo of the winning company receiving the award inside a subsequent issue of Security Sales & Integration Magazine
- Official press release and listing on the FARA, SIAC and SS&I web sites.
- **Monitoring and/or installing alarm dealers in the U.S. and Canada must mail three (3) copies of their submission by the December 31, 2006 deadline.**

Download an application and the "Getting Started" Guide at www.siacinc.org **or** www.faraonline.org

If you know of alarm companies, which excel at reducing false alarms, have a high level of customer service and established good working relationships with area public safety agencies, contact them and strongly suggest that they apply for the 2nd Annual PDQ Award. Remember, applications must be postmarked no later than December 31, 2006. Let's help reward those alarm companies that go above and beyond and help to make our jobs easier and more productive.

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Utah City Claims False Alarm Rate Lowest in the Nation

Aug 24, 2006, SANDY, Utah -- The Utah Alarm Association and Security Industry Alarm Coalition (SIAC) reports that Sandy has one of the lowest false alarm rates in the nation. According to the Reavy Deseret Morning News, after the false alarm data was collected and analyzed, it was discovered that Sandy has a false alarm rate of only 0.27 percent.

Duff Astin with the Sandy Police Department and Bill Cooper with SIAC found that Sandy's 5,100 commercial and residential alarm systems experience one false alarm every four years. The study compared Sandy with 70 to 100 other cities in the nation.

"The biggest thing by far is education. If alarm companies educate their customers on their accounts … how to turn off the system, how to turn it on, how to cancel it …, if they do those things it results in a big decrease in false alarms," says Astin. "Eighty percent of all false alarms are caused by user error."

One of the things responsible for such a low false alarm rate is the fact that Sandy police officials meet with local alarm companies on a regular basis.

"We get together and we talk about false-alarm issues and problems we're having," Cooper says. "We sit and talk about things to improve, share ideas and concepts."

Comparing Sandy's residential and commercial false alarm rates, the residential side experiences an average of 0.15 percent and the rest are commercial. In terms of numbers, the police respond to approximately 180 calls each month. Fifty of them are canceled prior to police officer's arrival. Of the 1,417 alarm calls that Sandy police received from Aug. 1 of last year to Aug. 1 of this year, only three were legitimate alarm calls that involved a breaking and entering.

Are Retailers Key to Curing the False-Alarm Epidemic?

Dallas, Texas, city government recently passed legislation adopting a verified-response ordinance that restricts the dispatching of their police department to alarms from commercial users until and unless there is eyewitness verification that the alarm is genuine.

Dallas is yet another in a series of major U.S. cities, which began with Las Vegas, Nevada, Salt Lake City, Utah, and Milwaukee, Wisconsin, to adopt limited- or no-response policies. Additionally, smaller cities like Eugene, Oregon, Bellingham, Washington, and a host of others have passed similar legislation, and the trend seems to be migrating to other municipalities.

In all, an estimated twenty-four municipalities in the U.S. have adopted similar ordinances. An effort by Los Angeles to do so in 2005 was met with such stiff taxpayer resistance that the city balked and chose a different route, adopting second-call verification instead.

Implications of Verified Response

When verified-response legislation is adopted, retailers are forced to hire a private guard service to respond to the alarm before the police are summoned and verify that there is a legitimate alarm before the police can be summoned. In addition to the added expense of providing that service, these polices can also cause a sharp delay in response. The alarm industry is also concerned that these policies may actually cause an increase in burglaries. Thieves know that the law has created a built-in delay and use that to their advantage.

When non-response legislation is involved, as in the case of Las Vegas, the police refuse whatsoever to respond to alarms, requiring that alarm users rely exclusively on private response services.

Although it's clear that the false-alarm problem implicates both residential and commercial alarm users as the source of the problem, certain segments of the commercial base, including public buildings, financial institutions, and national retailers, are thought to contribute disproportionately. While that analysis is based on a reporting system that may be highly subjective, the sheer magnitude of the problem must compel commercial alarm users and alarm service providers to act together to effectively address the situation. If left unmanaged, false alarms most often result in the passage of non-response or verified-response solutions that severely compromise the security of commercial alarm users.

The Root of the Problem

As you might expect, the problem is rooted in money. Police departments are wasting an untold amount of money to fund officer responses to false alarms. In fact, Dallas was willing to give up all of their permit fees and false-alarm fines, which by some estimates netted the city up to $4 million annually, in adopting the verified-response position. That's a big chunk of money and lends credence to the sheer financial impact of the problem.

Municipalities faced with increasing levels of crime, falling tax bases, the need to rebudget for homeland security, and dwindling financial assistance from their state and federal governments are doing everything they can to save money.

Money, however, also plays a part in perpetuating the problem. Retailers continue to budget and pay for alarm fines without considering the long-range implications of that indifferent policy. What sounds like a nuisance expense to retail oftentimes becomes the straw that breaks the camel's back. At some point in time, the scales reach the tipping point and the municipality begins to talk about restricting or even prohibiting response.

The Impact on Consumers

By some estimates, the large nationwide retailers may be paying up to hundreds of thousands of dollars per year in false alarm fines. That's a big chunk of money, but is it large enough to move retailers to do something about it?

Retailers should also think about the impact false alarms have on the residential user. By most estimates, 17 to 20 percent of U.S. homes are protected by alarm systems. When municipalities adopt restrictive legislation, most times it impacts both residential and commercial alarm users. At times, there is a strong public outcry, as in the case of Dallas, resulted in their ordinance being altered in the eleventh hour to release residential alarm users.

But false-alarm ordinances also affect those who shop in your stores. When retailers do their part to control false alarms they are acting as good corporate citizens.

New Approaches to the Problem

Lastly, a new way of reducing unwarranted dispatches by police departments is being undertaken by some municipalities. Instead of openly adopting verified- or non-response legislation, municipalities instead are using a "broadcast-and-file" approach. When this type of policy is adopted, the municipality oftentimes *does not* restrict alarm users from summoning a police response via their alarm central station. When the request is made, police dispatchers simply broadcast the call to officers operating within the region of the alarm and then simply file it away. The officers have the choice of responding or not responding.

While most police still agree that alarm systems are an effective deterrent to crime, it's also clear that they believe alarm service providers and users need to figure out a way to reduce false alarms and subsequent unwarranted responses. In 2003, Vector Security decided to do exactly that and adopted a 12-step plan to reach that goal. We introduced that plan to retailers at the Retail Industry Leaders Association's loss prevention convention in Orlando, Florida, in March, 2003.

Since that introduction, in one case we were able to affect a 60 percent decrease in false alarms from one of our largest national retail customers. We did so by
- o Adopting a plan to change night-stocking procedures,
- o Withholding dispatch on single-motion alarms,
- o Creating a more effective dispatch policy and procedure,
- o Improving system designs, Increasing systems management through on-line tools,
- o Updating call lists more frequently, and
- o Introducing a more effective alarm testing program.

Our annualized dispatches per location went from 33 per year in 2000 to just 13 in 2005, even though the retailer grew by an average of 155 locations per year during that time period.

FARA Extends an Olive Branch in the Fight Against False Alarms

While some have taken highly polarized positions in the fight against false alarms, the False Alarm Reduction Association (FARA) is promoting a symbiotic relationship between all interested parties. FARA's mission is to provide a forum for the exchange of information on successful false-alarm reduction programs and serve as a clearinghouse for agencies seeking to reduce false alarms; while fostering an environment of cooperation among groups who are all seeking virtually the same goal, but through sometimes highly different outlooks and responses.

The organization is committed to helping all "sides" find common ground in the false-alarm war. "We're working hard to bring public safety agencies, the electronic security industry, and commercial alarm users to the bargaining table as a group," says Norma Beaubien, FARA's president, who heads the Montgomery County Police Department's false-alarm reduction section.

Her job includes responding to the false-alarm problem with common sense and cooperation...an approach that seems to actually work surprisingly well...while preserving the value of alarm

services instead of devaluing them.

"We're busy promoting model false-alarm ordinances, false-alarm education, and real partnerships as a logical response to the problem," she says. "We have to keep remembering that all of us are here to deter the criminal, and that's who we should be united against.

" FARA's attitude is as simple as it is refreshing in an environment where some jurisdictions have thrown up their hands, passing highly restrictive response legislation as a means to eradicate the impact of false alarms on their municipal budgets.

"We're all tired of false alarms and the fiscal damage they do to municipalities," says Beaubien. "In order to be effective in reducing false alarms, we've got to involve the alarm user in the solution." For Beaubien, that includes a number of high-incident false-alarm abusers that are attributed predominately to national retailers.

"We have found that commercial alarm users, while comprising a smaller number of total system users, actually account for the vast majority of false alarms in any given municipality," she explains. "FARA is committed to working with all stakeholders to develop strategies that reduce the burden false alarms place on public safety agencies, the electronic security industry, and the retailer."

According to Beaubien, more and more municipalities may look to restrict or even prohibit public safety response to alarm activations if successful alarm management programs are not put in place immediately.

"The retail industry can go a long way to ensuring continued public safety response if they act now to reduce their false alarms," says Beaubien. "Historically, loss prevention departments have devoted their resources to reducing and/or eliminating theft. And while that is incredibly important, it is time for them to start looking at the negative impact false alarms have on their company's and the communities' bottom lines as well."

For additional information on FARA, visit the association's website at www.faraonline.org or contact them at 301-519-9237.

Reprinted from Loss Prevention Magazine. Visit http://lpportal.com/ for more information

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Alarm Permits

Maintains a database of all Alarm Sites and Permits including officer safety conditions and an unlimited number of phone contacts per site.

Readily finds and displays information on Alarm Sites by Permit Number, Street Address, Business Name, Permittee, or CAD ID.

Automatically computes permit renewal fees and prints Annual Permit Renewal Notices & Invoices.

Automated notices and delinquent letters for non-permitted alarm sites and expired permits.

Allows for placing locations on "deny response" status.

Allows for waiving permit fees for seniors, government agencies, domestic violence, and other reasons.

Dispatches

Tracks detailed information on all dispatches including the cause of each false alarm.

Automatically computes the number of past false alarm dispatches to a location, and using the terms of the local alarm ordinance, determines whether a false alarm dispatch fee is due and the dollar amount of the fee.

Invoices chargeable false alarm dispatches and tracks receivables until they are paid.

Readily displays detailed information on all past dispatches to an alarm site.

The FADMS CAD Dispatch Module imports CAD dispatch records, eliminating the need to reenter dispatch data stored in the CAD database.

Hardcopy reports of dispatches by Alarm Site, Alarm Company, or District.

Statistical reports of dispatches by Alarm Company, Permittee and Cause of False Alarm.

Revenues

- The Cash Receipts Journal maintains a record of all payments received for permit fees, false alarm dispatch and other related fees.
- One-step process to enter permit renewal payments and update permit expiration dates.
- Readily displays all permit and false alarm dispatch payments for an alarm site.
- Detailed and summary financial reports of income by revenue source and reporting period.
- Reconciles payment entries with funds received.
- Statements and Aged Accounts Receivables Reports of unpaid billings.

Alarm and Monitoring Companies

- Maintains a database of Alarm Companies, Monitoring Companies, and Alarm Agents doing business in your jurisdiction including business license information and contacts.

Activities & Tickler Module

- The Activities/Tickler module documents actions taken on an alarm site and monitors outstanding tasks that need to be accomplished.

FADMS uses a standard Microsoft Windows user interface and is designed for networked PC's using Windows XP or Windows 2000 operating systems.

Digital Design Group's first major system was awarded an Exemplary Systems in Government Award by the Urban and Regional Information Systems Association - URISA.

We subsequently played a major role in the development of a national system used by regulatory agencies in twenty states. In 2000, that system was recognized by the US Department of Energy as one of the DOE's 100 best technical and scientific achievements in the Department's 25-year existence.

Digital Design Group has been a member of the False Alarm Reduction Association since 2002.

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

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.

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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.