



Texas Burglar & Fire Alarm Association



May 2011

TRANSMITTER



Everyday TBFAA does work on your behalf. And the work never ends.
New laws are proposed, new rules considered, new technologies or techniques are implemented.
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Texas Burglar & Fire Alarm Association



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2011 Training Schedule

Gain Confidence & Improve Your Skills

This is a great opportunity to increase your own productivity and share solutions with others also on the front lines of the fire and burglar alarm industry.

Level One

January 20-21	El Paso
February 10-11	Dallas - ADI
March 24-25	Houston - ADI
April 28-29	San Antonio - TriEd
May 05-06	McAllen - SGI
June 02-03	Longview
July 07-08	El Paso
July 21-22	Austin - ADI
August 11-12	Dallas - ADI
September 08-09	San Antonio - TriEd
October 06-07	Houston - ADI
November 10-11	McAllen - SGI
December 15-16	Amarillo

Fire Prep

January 14	Dallas - ADI
February 18	Houston - ADI
March 11	San Antonio - TriEd
April 01	Dallas - ADI
May 20	Houston - ADI
June 17	San Antonio - TriEd
July 15	Dallas - ADI
August 26	Houston - ADI
September 30	San Antonio - TriEd
October 14	Dallas - ADI
November 18	Houston - ADI
December 02	San Antonio - TriEd

For more class offerings, information and additional dates, visit www.TBFAA.org or call 877-908-2322.

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Texas Burglar and Fire Alarm Association, Inc., (TBFAA) is a non-profit organization of security professionals who have joined together to enrich the industry by providing membership training and representing the membership as a whole in the Texas Legislature, the Texas Private Security Bureau and the Texas Fire Marshal's Office among many other programs.

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Occupation-

an activity in which one engages

Professional-

(1) characterized by or conforming to the technical or ethical standards of a profession (2): exhibiting a courteous, conscientious, and generally businesslike manner in the workplace

Merriam-Webster

A recent bill introduced in the Texas Legislature as a result of repeated un-professional activity in Texas by the summer sales model companies reminded me of the need to re-examine what it is to be a professional.

There are many who engage in the electronic security and life safety business as an occupation. It is an activity that they engage in. They collect money and perform services to make a living.

They do what they need to - to get by.

A smaller number are electronic security and life safety professionals.

The professional completes the training, follows ethical standards and completes his or her tasks in a businesslike manner.

The professional also follows ethical guidelines and is conscientious in serving the customer's needs.

Those of us who are professionals owe a duty to our present and future customers to do our best to bring everyone in our occupation up to professional standards.

This is what TBFAA is all about. By offering training, adopting a code of ethics and molding occupational licensing requirements we are providing a path to all to become professionals.

Each time a "bad apple" surfaces, it reminds us all of the need for professionalism and TBFAA's role in achieving and maintaining it.

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 <p>Central Texas Chapter</p>	<p>Central Texas Chapter</p> <p>Meets the 3rd Tuesday of the month (except Oct & Dec) at 11:30 am Check website for locations and times</p> <p>POC: Brandon Blevins p: 512.302.1181 e: service@granitesecurity.net</p>	<p>Phone: 877.908.2322</p> <p>ctc.tbfaa.org</p>
 <p>Northeast Texas Chapter</p>	<p>Northeast Texas Chapter</p> <p>Meets quarterly in Longview Area. Plus local meetings will be held in various cities. Check website for times and locations.</p> <p>POC: Ty Edwards p: 903.593.9531 e: tye@ruddcontracting.com</p>	<p>Phone: 877.908.2322</p> <p>netc.tbfaa.org</p>
 <p>Rio Grande Valley Chapter</p>	<p>Rio Grande Valley Chapter</p> <p>Corpus - 1st Tuesday of March, June, September & December. McAllen - 1st Thursday of even months.</p> <p>POC: Daryl Smith p: 956.973.1666 e: cmccaleb@securitydepotinc.com</p>	<p>Phone: 877.908.2322</p> <p>rgvc.tbfaa.org</p>
 <p>HGCAA</p>	<p>Houston Gulf Coast Association</p> <p>Meets 2nd Thursday of the month 11:30 am - 1:00 pm at Cadillac Bar and Grill, Shepard @ I-10</p> <p>POC: Debi Ulmer p: 281.859.4569 e: debi@dispatchcenter.net</p>	<p>Phone: 281.859.4569</p> <p>www.HGCAA.org</p>
 <p>North Texas Alarm Association</p>	<p>North Texas Alarm Association</p> <p>3rd Thursday of each month at 11:30 am - La Hacienda Ranch - 17390 Preston Rd., Suite 100 Dallas, TX 75252</p> <p>POC: Brant Pierce p: 800.683.6773 e: Brant@SouthwestDispatch.com</p>	<p>Phone: 214.352.9352</p> <p>www.NTAA.org</p>
 <p>STAA South Texas Alarm Association</p>	<p>South Texas Alarm Association</p> <p>Meets 2nd Tuesday of the month at 11:30. Check website for locations</p> <p>POC: Mike Schobel p: 210.564.2601 e: mschobel@asgsecurity.com</p>	<p>Phone: 210.402.6262</p> <p>www.SouthTexasAlarm.org</p>
 <p>NATIONAL ELECTRONIC SECURITY ALLIANCE</p>	<p>National Electronic Security Alliance</p> <p>NESA is a federation of state associations, including TBFAA, established to serve and promote the electronic systems industry at the direction of, and through its affiliated state associations.</p> <p>POC: Jordon Brown P: 800-542-7866 e: jordon@guardtronic.com</p>	<p>Phone: 301.519.9237</p> <p>www.NESAUS.org</p>
 <p>FARA</p>	<p>False Alarm Reduction Association</p> <p>FARA is an association of persons working in public safety False Alarm Reduction Units that exchanges information, influences legislation and establishes relationships and partnerships with other groups interested in false alarm reduction. TBFAA and NESA are associate members of FARA.</p> <p>POC: Brad Shipp p: 301.519.9237 e: info@faraonline.org</p>	<p>Phone: 301.519.9237</p> <p>www.faraonline.org</p>

Calendar of Events

May

- 05-06 Level 1 - McAllen- SGI
- 10 STAA Membership Meeting - San Antonio
- 12 HGCAA Membership Meeting - Houston
- 12 STAA Golf Tournament
- 12 NTAA Golf Tournament
- 17 Central Texas Chapter Meeting - Austin
- 18 NTAA CEU Training - Dallas
- 19 NTAA Membership Meeting - Dallas
- 20 Fire Prep Class - Houston- ADI
- 31 Memorial Day - Holiday

June

- 02-03 Level 1- Longview
- 02 RGV- McAllen Meeting - McAllen
- 07 RGV – Corpus Christi Meeting - Corpus Christi
- 07-09 CSAA-NBFAA Expo - Charlotte
- 09 HGCAA Membership Meeting - Houston
- 12-15 NFPA Meeting & Expo - Las Vegas
- 14 STAA Membership Meeting - San Antonio
- 15 NTAA CEU Training - Dallas
- 16 TXBFAA Board Meeting - Dallas
- 16 NTAA Membership Meeting - Dallas
- 17 Fire Prep Class - San Antonio- TriEd
- 21 Central Texas Chapter Meeting - Austin

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Texas Legislative Session Continues

Rodney Hooker
TBFAA Legislative Chair

We are monitoring several pieces of legislation including:

- House Bill 1867/ Senate Bill 1400 is an omnibus bill for all the Security Contractors licensed and regulated by the Texas Department of Public Safety. It includes several components that are clean-up language from the Sunset Legislation for the Texas Department of Public Safety (DPS) from the 81st Legislative Session. This legislation also clarifies and redefines the definition of alarm systems, and adds a new class of licensure for “cameras and camera systems”. Another section of this legislation will clean up an unintended consequence from the 81st Legislative Session that requires notice to be sent to customers if anything changes regarding the address, phone number, contract, or contact information of the customer’s alarm service company. It will allow for alarm companies to change their monitoring contractor without having to notify the consumer as long as all of the above mentioned information has not

changed, and as long as the customer is in no way effected by the change of the monitoring contractor. The bill also amends the Occupations Code to define a “lock.” The bill in-



Rodney Hooker

creates the membership of the Private Security Board from seven to nine members. One new member would be required to be a locksmith licensed under the Occupations Code, and the other new member would be a public member. HB 1867 (the omnibus private security bill) is has passed the Homeland Security/ Public Safety Subcommittee it includes language for "monitoring" of camera systems that would include all current central station operators being able to monitor cameras without any other license or endorsement. It also has a clarification that cities/PD's are exempt

from licensing requirements for monitoring their own systems and includes language that they shall use "licensed contractors" if they did not install it themselves.

- HB 2781 will if passed implement the residential fire alarm technician license by specifying the curriculum as a seven hour course with a one hour exam.
- HB 802 would have given all municipalities authority to regulate door-to-door solicitation and sales by an alarm systems company. TBFAA opposed the bill and recommended that regulation be enhanced under the Private Security Bureau as a more effective way to deal with improper door to door sales. The bill failed in committee.
- HB 897 would add restrictions on the automatic renewal of contracts. It has passed Business and Industry committee and is pending a vote by the house.

The session ends on May 30th.

“So far we are tracking several pieces of legislation . “

NESA Board Meets

By: Brad Shipp
 NESA

The board also established a committee to review and amend as required the standards on video monitoring.

The NESA Board of Directors met in San Antonio Texas as a part of the FARA Symposium on April 5th. In addition to exchanging information on what is going on in each state, the board agreed to hold a fall

meeting in conjunction with the Texas Burglar & Fire Alarm Convention.

The board also established a committee to review and amend as required the standards on video monitoring.

The committee was asked to ensure that the standard covers - when

to request a law enforcement dispatch, archiving requirements, and terms used to describe the dispatch request to law enforcement.

Efforts to improve communications using Facebook and email services were also discussed.



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A Black Eye for Our Industry

By Michael Samulin

As I read the industry newsletters (mainly via email), I am amazed at the number of states that are having to battle the “Summer Sales” programs, and even more amazed that the industry publications don’t seem to report this aspect of the “Summer Sales” programs.

The states of Minnesota, Nebraska, California, Georgia, Arkansas (where the attorney general sued an alarm company), Louisiana (where the attorney general has forbidden one of these companies from doing business in their state) and Texas, just to name a few, have had issues with the “summer sales” programs and some states are looking to enact legislation to prevent these companies from using their aggressive (and sometimes unethical) sales tactics to acquire new customers.

Industry associations now have to fight this proposed legislation initiated specifically because of a few bad actors in our industry.

If these “summer sales” programs only targeted customers who do not currently have a security system, and if they would walk away when the homeowner says NO the first time, this might not be a bad program.

But the reality is that these companies do target homeowners with existing systems, and based on most insurance requirements, these homeowners are under contract with their current alarm company.

These “summer sales” persons tell the homeowners that they are sure the contract must be up or is a month to month contract – not necessarily so.

Oftentimes the “summer sales” person tells the homeowner that they are performing an upgrade for their current alarm company when they are not actually affiliated with that alarm company (deceptive trade practices?). Now the homeowner can be liable under TWO contracts and is caught in the middle.

This should be considered interference with a contract (but then again I am not a lawyer).

In addition, stories abound with details of high pressure tactics and the sales person not leaving until they have something signed by the homeowner.

We had one customer tell us that the sales person was in their home for five hours and would not leave until the customer signed the agreement.

This customer was smart enough to immediately execute the three day

right of rescission and was able to terminate the agreement.

Again, the fact that these “summer sales” programs are acting in this immoral and unethical manner is a black eye for our industry.

Ironically, today I received an email regarding the top 10 complaints received by the Utah Division of Consumer Protection... yet another state with “summer sales” complaints.

“SALT LAKE CITY — The Utah Division of Consumer Protection Wednesday released its annual list of top consumer complaints as part of National Consumer Protection Week. The division also highlighted a 2010 Federal Trade Commission report that tracked Utah consumer complaints to the federal agency as well. “In today’s economy as more people turn to the Internet for business transactions, consumers need to remain vigilant in the fight against scams,” said Francine Giani, executive director of the Utah Department of Commerce. In Utah, the division saw consumer complaints increase 16 percent during fiscal year 2010, which ended June 30, compared to the previous year. The top 10 Utah consumer complaints for fiscal year 2010:

6. Alarm systems: Alarm systems are often sold door to door with aggressive sales tactics. In many instances, the company sells a new service as if it were an upgrade to an existing service, resulting in the consumer being obligated to pay on two separate contracts.”



“The fact that these ‘summer sales’ programs are acting in this immoral and unethical manner is a black eye for our industry”

Continued on page 19



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Compliance is a Must: Don't Play with Fire

By Mark Matlock

When properly designed, installed and serviced, fire alarm systems can save lives and over the years, many lives have indeed been saved. The primary focus of fire alarm systems is to save lives. The secondary focus is to mitigate property damage. This is especially true for commercial fire systems. Many commercial fire systems are installed in hotels and large commercial buildings where hundreds if not thousands of people congregate.

Because fire systems carry the burden of life safety, the rules and codes associated with them are much more stringent than those for burglar alarm systems. Companies that venture into fire alarm installation, especially commercial fire alarm installation, must have a higher degree of product and installation knowledge and specialized training.

They also must follow National Fire Protection Association (NFPA) 72 code and report to their local Authority Having Jurisdiction (AHJ). For commercial fire installers, their installations must be planned and those plans must be approved by the AHJ or a professional engineer.

All of this diligence for one reason: to protect lives.

The fire alarm installer, NFPA and the local AHJ's and State Fire Marshals all work together to ensure the quality of fire systems and to ensure proper installation and service according to NFPA 72.

However, the cold reality is that in the real world, short cuts are taken, codes sometimes don't get enforced and NFPA mandated response to alarms is often not followed.

The reasons are varied but include; competitive bidding driving down quality, fire alarm dealers disregarding the fire code to preserve customer relationships, central stations disregarding NFPA 72 response guidelines for the same reason, and an overall lack of enforcement due to depleting government resources.

In many cases, property management companies and building owners won't allow the fire alarm company on the property to service malfunctioning fire systems.

Even though by NFPA code, the fire alarm company is compelled to service the system within a few hours, they often relent to the customer so

they will not lose the account.

The proper course of action in this event is to appropriately tag their system and report the status of the fire system to the AHJ.

It is not reasonable for property managers or building owners to refuse service and put lives in jeopardy because they don't want to pay for required fire alarm maintenance.

Many of these factors are a result of our plunging economy, but nonetheless, there are innocent people whose lives are being put at risk.

It should not be acceptable or tolerable to not follow NFPA code and to not obey the law.

There are hundreds of rationalizations for not complying, but none of them will hold water if someone dies.

If a building burns down and a life or lives are lost, the fire alarm dealer's fate will reside in the hands of a jury.

The jury will decide on the facts and if the code was not followed, the facts will not be in favor of the fire alarm company.



Mark Matlock

“Because fire systems carry the burden of life safety, the rules and codes associated with them are much more stringent than those for burglar alarm systems.”

Continued on page 15

Don't Play with Fire - Continued

Continued from page 14

The biggest burden for commercial fire alarm companies is where service is involved.

NFPA 72 Chapter 8 dictates the requirements for response to commercial fire system signals as well as the servicing of these systems to ensure the restoration of the systems' integrity.

Fire alarm companies need to understand the section of Chapter 8 that applies to their type of business and they need to follow these rules ex-

plicitly.

These rules place a heavy service burden on the fire alarm company but they must be followed.

These mandates are the price of entry for anyone proposing to be in the fire alarm business.

Fire alarm companies should work closely with AHJ's to address concerns and issues with systems to ensure public safety.

When fire alarm companies, AHJ's, Fire Marshalls and centrals stations work in harmony, the public at large benefits.

Failure to comply can have catastrophic results.



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New Hotel Opens Possibilities For 2011

Brad Shipp, TBFAA

TBFAA will hold the 2011 convention in Galveston Texas on October 26, to 28, 2011 at the San Luis Resort & Conference Center -5222 Seawall Boulevard -Galveston, TX 77550.

You can call the hotel at 972-712-9936 to get the TBFAA rate of \$139 per night.

The hotel offers more meeting space and plenty of rooms so that all attendees can stay at the same hotel.

Free parking and free internet will make your stay more convenient and more affordable.

Our headquarters hotel is right on the beach and every room offers breathtaking Gulf views.

We have also changed the days of the week when we hold the con-



vention to allow everyone to finish up in plenty of time to enjoy your weekend.

Plan to Join Us In 2011!

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Tentative Schedule of Events

Wednesday 10/26

9am to 5 pm Business & Sales Classes
6-7pm - Presidents Reception
7-11pm - TBFAA Awards Dinner

Thursday 10/27

9 – 11:30 Legislative & Regulatory Updates
9 – 11:30 Technical Classes
11:30am- 1:30pm - Key-note Lunch
1:45- 4pm Legislative & Regulatory Updates
1:45- 4pm Technical Classes

4-7pm - TBFAA Trade Show
7-11pm - Casino Night

Friday 10/28

8-9am Breakfast
1 pm - Golf - Off Site

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Nueces County Officials Consider Drafting Alarm Ordinance

4.23.11 - Corpus Christi Caller Times

Corpus Christi, TX - When an alarm goes off in rural areas of Nueces County, the owner never is charged for a response from sheriff's deputies no matter how many times it's a false alarm. But Nueces County officials are looking to change that.

The sheriff's office only can recommend a change be made. For the ordinance to be enacted, it would have to go before the county Commissioners Court and the county judge. County officials said they haven't seen a proposal yet, but are looking into the idea.

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FBI: Bank Crimes Fell in 2010

4.14.11 - Security Sales & Integration

Crimes against banking institutions fell in 2010 compared to 2009, according to the FBI's annual bank crimes report.

In 2010, there were 5,628 reported crimes against banking institutions compared with 6,065 violations in 2009. The 2010 data included 5,546 robberies, 74 burglaries, eight larcenies, and 13

extortion offenses reported to law enforcement.

Most violations occurred on Friday. Regardless of the day of the week, violations from 9-11 a.m. were the most common.

Small Changes Keep Seniors in Homes

4.23.11 - Columbia Daily Tribune

Replace doorknobs with levers. Widen door frames. Install a ramp over the front stoop. And maybe add a few electronic monitoring gizmos. Those are solutions that help the elderly - especially those with physical

challenges - stay in their longtime homes. Whether it's remodeling a room or signing up for a panic button to press after falling, a growing and ever-more-advanced array of "universal design" and "assistive technology" features are available for aging homeowners.

Demand will skyrocket as the older-than-65 population booms. Futurists say elderly or infirm people living in their own homes might even have monitoring equipment that, using artificial intelligence, won't just respond to but will help predict when emergencies might occur.

Alarm Monitoring Company Held Responsible for Wrongful Death of Firefighters

4.8.11 - Law Firm Newswire

When a fire broke out in a home that was being monitored by an alarm company. The shift person on duty at the time the alarm went off used a two-way intercom to talk to the home's occupants, asking them if everything was OK.

The response by the female resident was that they had a fire. The alarm company representative then called the fire department non-emergency

line and said she was calling to report a fire "alarm" and not a "fire."

As a result of that phone call, the dispatcher rated the call as lower priority, eventually sending one unit out 10 minutes later; 10 minutes in which the fire grew in proportion and intensity.

The two firefighters that arrived on the scene were engulfed by flames while trying to rescue the residents of the home. The two firemen and the

two homeowners died as a result of a burning cigarette that had ignited flammable material.

Ultimately, when this case went to court, the families of the two dead firemen sued the alarm companies involved for not handling the initial fire call properly.

The jury agreed and awarded \$4.6 million, plus an additional \$350,000 for the children of one of the dead firefighters.

Black Eye - Continued

Continued from page 12

I know that state licensing agencies have tried to reign in these companies as often times these companies have not registered their employees properly with the state agencies.

Here in Texas, the Texas Department of Public Safety/Private Security Bureau has made numerous arrests and held numerous door to door sales people for not being licensed. In most cases, the attempt to find a licensed manager or a branch office was not successful, as these companies operated out of rented apartment space.

In my 27 years in this industry, I have never seen a situation like this where a few bad actors have wreaked havoc across the entire country and given our industry this bad reputation.

Being a bottom line kind of guy – here is the bottom line...these “summer sales” companies have come into many states, used unethical sales tactics (to the point of being kicked out of at least one state), often putting customers in double jeopardy with two contracts with two alarm companies, not always licensing their employees, and leaving a very bad taste in the mouths of city and state officials.

These actions reflect on the entire alarm industry even though there are only a few offending companies. So now the good actors have to fight this bad image in the press and in politics, and now in at least

one state legislature.

A state representative in Texas has asked for legislation to allow local authorities to regulate door to door sales for alarm companies only. Not for magazine salespersons, not for the Fuller Brush Man (for those of you old enough to remember the Fuller Brush Man), not for the Kirby Vacuum Cleaner salesman, JUST for the alarm sales person. When asked, the municipality requesting this legislation stated that a “summer sales” program company was the cause.

What can we, as an industry, do about this? Apparently not much. These companies have grown so big that they can throw a little money around and diminish any negative press that they might get for these unethical sales tactics.

Hopefully these companies will stop their unprofessional sales tactics, get their companies and employees licensed properly, quit going after contracted customers, and become respectable citizens within our industry.

Only time will tell, but I’m not holding my breath.

The above is the personal opinion of Michael Samulin, a 27 year veteran of the security industry who has been active in both local and state associations in Texas.





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Texas Associations Supported the FARA Annual Training Symposium

By Norma Beaubien, FARA

The False Alarm Reduction Association held its annual international training symposium in San Antonio, Texas from April 5 through April 8, 2011.

The Texas alarm associations came through in a big way by sponsoring Texas Day, which allowed more public safety and alarm industry members specifically from Texas to attend.

The participation by all attendees was outstanding, and at the end of the week, everyone went home with new ideas to help reduce false alarms.

There was wonderful networking, new friends were made, old friends reconnected and feedback on FARA's 15th Annual International Training Symposium by attendees was excellent!

The Texas alarm associations came through in a big way by sponsoring Texas Day



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Alarm Industry False Alarm Reduction Achievement Award

By Norma Beaubien, FARA

The alarm industry award went to Monitronics, Inc. in Dallas, Texas. Monitronics has been successful in reducing false alarms from their monitored accounts throughout the entire United States. They created a False Alarm Control Team, whose sole job is to reduce false alarms. They instituted Enhanced Call Verification on ALL of their accounts, track and study false alarm rates for jurisdictions in which they have customers, make personal calls to high offenders (3 or more alarms in a 24-hour period or 5 dispatches in a month), and provide extensive employee training on how to address false alarms.

These efforts filter through their entire company; i.e., central station, tech support, customer service, retention, dealers and dealer support. Monitronics creates a Top 9 Jurisdiction Report, which lists the top 20 customers in the 9 jurisdictions that have the most dispatches. Utilizing that report, they are able to perform personal outreach to determine the cause of the problem and then offer solutions. Monitronics has also done an excellent job of building relationships with public safety agencies. They do email, bulk mailings, phone calls and site visits. They also attend monthly false alarm prevention hearings in Dallas.

The results of their efforts are impressive. In Charlotte-Mecklenburg, they increased their number of customers yet reduced the number of alarms dispatched and went from a .249 dispatch rate in 2009 to .226 in 2010. Baltimore County, Maryland's numbers are even better with a dispatch rate of .328 in 2009 to .264 in 2010. Multnomah County, Oregon showed more alarm users in 2010 yet a reduction in the dispatch rate from .240 in 2009 to .220 in 2010.

Monitronics has clearly had a positive impact on reducing false alarms from their customers and are to be commended for those efforts.



FARA President Gerry Miller gives award to Mary Jensby and Anne Glickstein of Monitronics

FARA Achievement Award

By Norma Beaubien, FARA

The FARA Achievement Award is given to the person, agency, company or association that has shown significant or meaningful contributions toward the FARA mission. The attendees at the symposium selected Joe Carr, United Central Control for this honor, one he truly deserves. Joe served as liaison with the Texas industry associations for the San Antonio Symposium. He became a member of the Conference Committee and participated on tele-

conferences and shared his extensive knowledge of the area, the alarm industry and possible instructors. He coordinated the scavenger hunt and extensively promoted Texas Day to get the greatest participation at FARA's San Antonio training symposium by public safety and the alarm industry throughout Texas. He taught classes and found speakers and panelists for several sessions. Joe attended the Regional Training Session in Dallas and attended and promoted

the FARA classes at the TBFAA Dallas and San Antonio Conventions. Joe was our "go to" guy on the ground in San Antonio, and we would never have been able to put on such a successful symposium without him. Joe definitely deserved to win this award as he epitomizes the description of this award by providing significant or meaningful contributions towards the FARA mission through his cooperative efforts and championing of FARA at all levels.



FARA President Gerry Miller gives award to Joe Carr

Member News

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welcomes Panasonic Business Telephone Systems - Tri-Ed / Northern Video Distribution is proud to welcome Panasonic Business Telephone Systems as a vendor partner. Award-winning products from Panasonic Business Telephone Systems span analog systems to digital and IP platforms. For more information please visit www.tri-ed.com.

DMP Offers Cloud Based Web Services API Enables Security Dealers to Offer Branded, Customized, Portal or Mobile App Digital Monitoring Products (DMP) has released a Web Services Application Programming Interface (API) for use by security system dealers and Central Stations. This cloud-based API makes it possible to write software allowing end users to interact with a variety of services and information sources via their smart phone or a web application in a standard, reliable way. For more information please visit www.dmp.com

DMP SCS-VR™ Virtual Receiver Now UL for Central Station Operation - Digital Monitoring Products (DMP) announced that its SCS-VR, the industry's first and only virtual software receiver, has earned UL1610, the

"Standard of Safety for Central Station Alarm Units." The new certification enables Central Stations to rely on an alternative to traditional receiver hardware. Adding monitoring capacity is now as easy as installing new software on any UL-listed server, where the SCS-VR can act as the primary receiver or back-up to existing hardware receivers. 1610 Central Station is in addition to the UL 1076 Proprietary Listing earned in June of 2010.

FARA and Elite CEU

Announces Online False Alarm Prevention Series - FARA (False Alarm Reduction Association) and Elite CEU, Inc. have partnered together to offer the most sophisticated courses that are designed to solve the problem of false alarms through education and awareness. The first one hour course in this series has been released and is available online at www.eliteceu.com

Napco Security's iSee Video has added a Complete Wireless Outdoor Camera Kit to their line of Wi-Fi cameras. iSee Video Wi-Fi cameras make installs a cinch in as little as 10 minutes. The new Complete Wireless Out-

door Camera kit features; one (1) 802.11 Wireless Weatherproof (IP65) Fixed Camera, 640x480 hi-res, with built-in PIR motion detector, 6 IR LEDs with photo cell activation and night vision filter, power adapter, Patented automatic-enroller Wireless Access Point (WAP) Module & power adapter. Includes custom dealer website log-in screen and 12-months iSee Video Network access.

Alarm Capital Alliance

has new dealer program. The program offers cash flow and autonomy. Alarm Capital Alliance, a Media, Pa.-based company that purchases accounts from alarm dealers, unveiled a new independent dealer program.

Monitronics launches Telular's Telguard Interactive to its National Dealer Network. Telular Corporation announced today that home security monitoring provider Monitronics is launching Telguard Interactive to their national dealer base as part of its enhanced service strategy beginning in May 2011.



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