



Transmitter

A Publication of the Texas Burglar & Fire Alarm Association



Capital Area
Burglar and Fire
Alarm Association



Plan Now for the TBFAA Annual Convention !

Sheraton Brookhollow in Houston Selected as Site.

Be sure to join us for the TBFAA Annual Convention which will be held at the Sheraton Brook Hollow Hotel in Houston on Friday October 24th and Saturday October 25th. On Sunday October 26th TBFAA and the Houston Gulf Coast Alarm Association will hold a joint golf tournament.

The Sheraton Houston Brookhollow is "close to everywhere but far from ordinary".



See page 15 for more details on the Sheraton Brookhollow facility.

In addition to the Annual Meeting and the Golf Tournament, this years conference will include a Level 1 class, the leadership forum, a trade show, eight hours of sales and management training. See page 16 for a full schedule.

On Saturday evening we will try something new - Dine-A-Rounds. At registration we will have sign up sheets for various restaurants and our members will be able to join a group of fellow members for no host dining at the restaurant of their choice.

This years golf outing will be jointly sponsored with the Houston Gulf Coast Alarm Association. See page 18 for details.

Don't delay please register today for the Annual Conference. See page 17 for a registration form.

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President's Message

Success and Failure in the Legislature!



TBFAA President Rex Adams

"What we've got here is failure to communicate.."

--Captain, Road Prison 36: from the Movie Cool Hand Luke

TBFAA had some successes and a notable failure in our legislative efforts this year. As you will read in the report on page 6 from Malcolm Reed, our Legislative Committee Chairperson, two bills passed that will improve how we are regulated by the Texas Commission on Private Security and the Texas Fire Marshals Office. The bill to close the loopholes concerning CCTV, access control and locksmithing is long overdue. And the legislation to allow local testing sites for fire alarm licenses is a big step for our industry.

But one set of bills, that would have made significant progress toward reducing false alarms in our state, failed because of a failure to communicate. The leadership of the Texas Police Chiefs Association opposed Senate Bill 1907 and House Bill 3236 which would have strengthened the TBFAA's efforts to reduce and eliminate false alarm dispatches in Texas. In spite of the fact that these bills were developed in consultation with, and with the support of, major municipalities in Texas and would have reinforced the capabilities of a municipality to recover 100% of the cost to respond to alarm calls, leaders of the Texas Police Chiefs Association opposed them, simply because they did not like the language that would have required law enforcement response to most alarm dispatches in the state of Texas.

Since learning of this opposition, I and others on our legislative committee have asked several local chiefs and local elected officials if they were opposed to the bills and so far all have expressed support. This led me to the realization that if we had possessed a way to communicate rapidly with all the chiefs and their local mayors and city councils we perhaps could have countered the formidable opposition of the Chiefs Association. So with the support of the TBFAA Board and our staff, we are now in the process of building a database of all local elected officials so that we will be ready for the next session.

As former Speaker of the House Tip O'Neil said it, "All politics is local". As members of our electronic security industry, we all need to do a better job of exercising our rights. I urge all of you to take some time to meet and educate your local and state elected officials about what you do, how many people you employ and how many fellow citizens you serve each and every day. Each contact you make will make our job representing your interests a little easier.

We owe a debt of thanks to many for their efforts in this years session. First it is impossible for any of us to repay Malcolm Reed, our Legislative Chair, for all the time, effort and expertise he has put forth. Our industry is a better one because of his efforts. His legislative team of JD Benfer, Kathleen Schraufnagel, Henry Homrighaus, Dennis Bryant, and Roger Byrd also extended an outstanding effort. Next we all owe special thanks to all the people who faxed and emailed in support of our efforts. The dedicated effort of Cliff Grumbles of TCPS and Mark Redlitz of the State Fire Marshals Office to answer all the questions on the implications of this legislation must also be acknowledged. I also need to acknowledge all the hard work by our lobbyist, Mr. Ron Kessler and his assistant, Ms. Carolyn Burton. Finally, I want to thank all the members of the Texas Legislature for their hard work and consideration of our issues, but I need to especially thank Senator Ken Armbrister, Representative Joe Pickett, Representative Joe Driver, Representative Todd Smith and their staffs for sponsoring legislation to improve public safety in the state of Texas.

Lots of hard work is done each day on your behalf by TBFAA. I urge you all to plan to Join us at the Sheraton BrookHollow on October 24, 25 & 26 for the 17th Annual Trade Show, Annual Meeting and Golf Classic to see what we are all about!

Rex Adams
President



The 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 Commission on Private Security, and the Commission on Fire Protection, among many other programs. The TBFAA is a Charter Chapter of the National Burglar and Fire Alarm Association, Inc.

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Brad Shipp, Editor

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TBFAA Update

Legislative Update

By Malcolm Reed, Chairperson- TBFAA Legislative Committee

The 78th regular session of the Texas Legislature has come to an end. We now await the Texas Governor's signature or veto of Senate Bill 1252 and House Bill 472, both of which will positively impact the Texas Electronic Security Industry.

Senate Bill 1252 by Senator Ken Armbrister and its house companion House Bill 2079 by Representative Joe Driver will make many changes to the Texas Commission on Private Security's regulatory authority. Specifically, it clarifies the definition of what an alarm company is and closes the access control and closed circuit television loopholes, which have existed for the last several years. The bill also creates a "D" class license for persons whom install access control systems, but not alarm systems. Additionally, the bill creates a registration process for persons engaging in the traditional locksmith business.

House Bill 472 by Representative Joe Pickett will allow the Texas Fire Marshal's Office to provide for testing services around the state rather than just in Austin. The testing fees will be slightly increased to cover the cost of the remote testing service, however, this service should make it very easy to get fire technicians and planners to a testing location without having to send them all the way to Austin, a cost savings for most.



Rep. Joe Pickett at last years TBFAA Annual Conference

The Texas Commission on Private Security will also see some changes soon. The legislatures reorganization of the state government currently has TCPS moving under the oversight of the Texas Department of Public Safety. Exactly what this will mean to Licensees is unknown at this time and may in fact be somewhat transparent. Keep in touch with TCPS at their web address of www.TCPS.State.TX.US for future details.

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Senate Bill 1907 by Senator Ken Armbrister and House Bill 3236 by Representative Todd Smith consumed more time and energy of the TBFAA Legislative efforts by far than did any other issue during the 78th Texas Legislature. These bills would have strengthened the TBFAA's efforts to reduce and eliminate false alarm dispatches in Texas. The bills would have placed responsibilities on alarm consumers and alarm companies alike in the ongoing effort to reduce the time, effort and resources a municipality invests in alarm response, and would have reinforced the capabilities of a municipality to recover 100% of the cost to respond to these alarm calls. Unfortunately, members of the Texas Police Chiefs Association were successful in their extensive efforts to kill these bills, simply because they did not like the language that would have required law enforcement response to most alarm dispatches in the state of Texas. Both bills died in the final hours of the session because of the Texas Police Chiefs Association.

Many members of the TBFAA and its Legislative Committee again devoted thousands of hours of volunteer work this year. To them, we all owe appreciation for their time, energy and financial investment. The TBFAA's presence in Austin has never been as strong and mindful as it was during this past session. More importantly, every person whom makes his or her living in the Texas Electronic Security Industry owes a great debt of gratitude to several members of the Texas Legislature.

Senator Ken Armbrister has been an industry friend for many years and again this year he took the lead in the Texas Senate to promote excellent industry and consumer legislation. Senator Armbrister and his staff were more than cordial and went well beyond the call of duty when it came to working with TBFAA staff. Frankly, we hope we did not wear out our welcome! Without his support, our road would have been very difficult. Thanks Senator Armbrister and Staff.

Representative Joe Driver and his staff, especially Ms. Betty Horton, were instrumental in promoting industry legislation in the Texas House of Representatives.

Continued on Page 7

TBFAA Update

Legislative Update Continued

Continued from Page 6

Representative Driver and Ms. Horton worked tirelessly with TBFAA staff and the Texas locksmith industry to hammer out the differences in HB-2079. Without their determination and incalculable hours of work, HB-2079 and SB-1252 would not have seen the light of day. Representative Driver and Ms. Horton have worked with TBFAA staff for several sessions and we all owe a heartfelt and sincere "Thank You" to the both of them.

With the efforts of Mr. Mark Redlitz, Director of Licensing for the State Fire Marshal's Office, Representative Joe Pickett was able to draft HB-472 and nurse it through both legislative chambers. Each time we send a technician to a relatively close State Fire Marshal's Office testing facility in the future, let us all remember to whom we owe this appreciation. Even on the days when TBFAA staff experienced its worst defeats, Representative Pickett's staff and office setting always brought the smiles back and the optimistic outlook for the brighter tomorrow. Lets all now relax, kick back and enjoy an ice cold Coke while extending our gratitude for Representative Pickett's west Texas hospitality.

Thanks to all of the members of the 78th Texas Legislature who looked out for the Texas electronic security industry and its consumers, as well as all of the TBFAA members for their many trips to Austin and all of the good work. And lastly, the "Thank You's" would never be complete without expressing our sincere appreciation to Mr. Ron Kessler and his assistant Ms. Carolyn Burton, for their countless hours of hard work and determination in making this year a successful endeavor for the Texas Burglar & Fire Alarm Association.

STAA Holds Successful Golf Tournament

The South Texas Alarm Association had its annual Golf Tournament on May 15. I think it was 110 degrees in the shade, but we fielded a total of 14 teams with a great turnout by several manufacturers and of course our supply houses here in San Antonio. Special thanks to Roger Byrd, of Security One, Inc., Jackie Baldwin, of A.D.I. - San Antonio, Gibby Rodriguez of A.D.I. - San Antonio, Henry Homrighaus of GSI, these folks did an outstanding job in making the Golf Tournament a success.

Last place went to the team from LRG, Inc., made up of Chris Lanier, Mike Roethell, Tom Garrison, and Bob Vallance. They put on a determined effort, but came up short.

First Place was taken by the team lead by Ted Martinez- Home Director, Rick Hollinshead-Intruder Alert Systems Inc., Beverly Hardin and Jeff Wicker - Dispatch Center, Ltd.

Thanks to Universal Battery Controls for donating the electric scooter and to Charlie and Troy for returning their winning checks to association. Lannie Green, of GSI, won the gift drawing, and then donated it back to STAA. Thank you Lannie (Lannie has been one of the best friends of the alarm industry for the past twenty years). Tim Shiner gave a donation of \$100.00 to the association. Thank you very much Tim.

Much fun and fellowship was had by all who attended, with plans under way for another late spring tournament next year.

Bill Parsley,
President, South Texas Alarm Association

Prize	Winner
Electric Scooter	Randy Stowers, Stowers Security
\$25- Closest To Pin- Hole #18	Andrew Moehlen, Al Uhlenhoff Security
\$25- Closest To Pin- Hole #14	Charlie Crenshaw, Crenshaw Security
Drawing -box of golf balls	Charlie Crenshaw, Crenshaw Security David Wilson, of A.D.I.-Austin
\$25- Closest to Pin- Hole #9	Mark Crahen, spouse of Whitney Crahen, San Antonio Fire Dept.
\$25- Closest to Pin - Hole #4	Darrin Toney, Alarm Automation
\$25- Long Drive - Hole #11	Troy Strelow, DSC
Gift Drawing	Lannie Green, of GSI
Atomic Clock set Drawing	Kelly Ryan, from A.D.I

Above and Beyond

Legislative Support

The primary objective of the Texas Burglar and Fire Alarm Association is to represent the alarm industry before the Texas Legislature and other governmental agencies. The association works closely with The Commission on Private Security and The Department of Insurance; State Fire Marshal's Office.

The objectives of the association can only be accomplished by the combined efforts of the Board of Directors and our lobbyist Ron Kessler of the law firm of Ron Kessler Group, LLC. The Board of Directors, headed up by President Rex Adams, coordinates the activities of the association. Ron Kessler heads up our lobbying effort. It would be fair to say "he opens a lot of doors".

The Texas Burglar and Fire Alarm Association incurs a cost of more than \$84,000 per Biannual Legislative Session for our legislative effort. The membership dues are not enough to cover this expense. Special help is needed.

We, the Board of Directors, are asking the professional alarm dealers of the state of Texas to participate either monthly or yearly in this ongoing legislative effort. With the team concept we can get the job done.

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Please visit our website <http://www.tbfaa.org> or call us at 877-908-2322 to sign up to become a Team Member.

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TBFAA Political Action Committee

The TBFAA PAC supports the mission of TBFAA by making contributions to elect candidates for public office.

Contributions or gifts to the TBFAA PAC are not tax deductible.

Help us promote public safety and security in Texas by contributing today.

Contributions to the PAC must be made by personal check to:
TBFAA PAC
PO Box 59982
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Fire Marshal Update

Texas Department of Insurance - State Fire Marshal

Agency Telephone Number (512) 463-6169 or 1-800-578-4677

<http://www.tdi.state.tx.us/fire/index.html>

Mailing Address

P. O. Box 149104
Austin, TX 78714-9104

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512-305-7927, mark.redlitz@tdi.state.tx.us.

From the Fire Alarm World

By Whitney Crahen, SET
Fire Protection Specialist
City of San Antonio

Continuing Education and Certification Go Hand In Hand

How many fire alarm classes have you attended? Can you count them on one hand?

A fire alarm license is issued by the State to an individual. That individual makes timely renewals for 20 years. Is that individual certified in fire alarms?

Certification can occur in a variety of ways: field training, factory/manufacturer training, NICET training, CEU classes from local, state and national organizations as well as association's meeting of the minds. All are some of my personal favorites. Over the years of our work history, we encounter many different people with many different work experiences. They may offer us insight to what might otherwise be a "gray area" in our understanding. I like to "draw" on their experiences to help me formulate interpretations. Always be on the lookout to expand your understanding. My goal is to learn more about aspirating systems and the calculations.

If we do not make the effort to continue our education, we fail ourselves as well as the people that trust us to protect them, their families and their livelihoods. Be pro-active in our fire alarm world and get educated.

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Security Systems

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Diane McFarlin

Regional Sales Manager

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**Central One
Full Page
B/W**

TCPS Update

Texas Commission on Private Security

Main Number: 512-238-5858
<http://www.tcps.state.tx.us>

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Suite 140,
Austin, Texas 78728.

Mailing address:

PO Box 13509,
Austin, Texas 78711.

Administration Division Fax: 512-238-5850
License Division Fax: 512-238-5851
Criminal Investigation Fax: 512-238-5852
Executive Director Fax: 512-238-5853

Renewal Notices On Web

Renewal notices are now posted on the TCPS website (www.tcps.state.tx.us) where expiration information concerning individual's and companies can be viewed and/or retrieved.

Notice From the Texas Commission on Private Security Subscription Fee on Individual Renewals

Effective July 1, 2003 a subscription fee will be added to the renewal fee on an individual renewal. The subscription fee will be used to defray the cost of development to allow individual renewals to be accomplished on line through TexasOnline. The subscription fee is as follows:

- On renewals from \$20 to \$25 the fee will be \$3.
- On renewals from \$50 to \$100 the fee will be \$5.

On any renewals submitted after July 1, 2003 please be sure to include the new subscription fee. The subscription fee is applied on all individual renewals regardless of whether or not you renew through TexasOnline.

Next Meeting

Board of Texas Commission on
Private Security will meet on
Wednesday, September 17, 2003.

The meeting will start at 09:00 at
the
Texas Department of Public Safety
6100 Guadalupe, Building E
Criminal Law Building
Austin, Texas 78752

It is Never too Late to Join

If you do not see your name on the list, perhaps it is time to join the TBFAA.

If you are not a member you are not only missing out on a wealth of knowledge and opportunities but frankly you are getting a free ride.

Nearly every day TBFAA does something on your behalf. From preventing an unreasonable law to easing how you comply with existing ones TBFAA is there for you. And we need your financial and other support that comes from being a member.

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Fact or Fiction?

By Henry Homrighaus

Once upon a time there was a poor independent alarm dealer who had all kinds of bad luck. He was close to shutting his doors and going out of business. Putting his many trusted employees out of work bothered him as much as losing his company, because he cherished all of the years of hard work and dedication they had provided him and their company.

He searched desperately for reasons that brought this misfortune and disaster to his life's ambition and work, his company. He had prepared himself for this opportunity by working years for another company, studying business models, and saving for the eventual opportunity to own his own business. His devoted wife stayed up late at night with him finding additional ways to save money, she worked outside the home, saving her salary so that they could realize their dream, their own alarm company.

For the first time in their lives they were achieving their dreams. They worked hard, 70 to 80 hours a week and were driven to succeed by making effort. They pretty much stayed to themselves and were very concerned about competition. They watched all of their competitors and tried to figure out innovative ways to compete with them.

Then, slowly at first, things began to change, strange things were affecting their business. They began to have trouble competing and were losing sales. Some things seemed beyond their control. In several cities where they did business, they found that the city government was offering to monitor alarms, with preferential treatment to customers (like no false alarm fines), at a cheaper rate than they could afford. It didn't seem fair, but they were at a loss to do anything about it. They got a fax about the next local alarm association meeting and discussed it, but concluded that they were just too busy. They thought that it was just a bunch of competitors trying to learn about their business, but they were too smart to fall for that and, besides, they would want them to join and money was tight. The program speaker was to discuss pending legislation to address municipal monitoring.

Time went on and business got worse and worse. It seemed that locksmiths could now install CCTV and access control. They got another fax asking them to come to the next local alarm association meeting, but now money was really tight and, besides, who had the time? They were working harder than ever and it seemed losing money and market share.

They were at the end of the trail and were desperate to find any solution. They even considered selling their business and they didn't know where to turn. Just when they were at the end of their rope they got a notice from a customer saying that their city, Anytown, TX, had decided that the police department did not have to respond to alarms and that they would have to hire a separate guard service to respond before the police could be dispatched. This was the last straw and they decided they would tell their employees at the end of the week that they were going out of business. It was a bitter pill. The worst possible conclusion to the life's work of two dedicated, honest, committed individuals potentially affecting many and even their own relationship. The loss of prestige, creature comforts, and, most importantly, their dream, was devastating.

The next morning while suffering from no sleep and with an agonizing headache they noticed a fax on their machine and decided, out of desperation, to attend the local alarm association meeting; after all they would be needing jobs. What they discovered was a wonderful resource and mutual support. They met people with answers. They learned how their failure to get involved had almost cost them their business and how they could reverse some of their losses and solve many of their problems. They were introduced to individuals who could and would lend a helping hand. They became involved and, over the next two years, and with a lot of help they pulled through. They now realize that you can't ignore events and conditions that can effect your business and that the only way to protect yourself is by mutually banding with people of like circumstance to combat the negative outside influences that seek to effect all businesses.

Hey there are no fairy tales, only facts. Please heed the call and get involved, it is the only way to protect your business, your dream, and your company. If you aren't involved, you don't get the chance to participate. It's like voting, if you don't vote you have no say in your government. Don't let this be you. Pick up the phone right now and call Rex Adams, President TBFAA at 1-972-437-1213 or J. D. Benfer, Vice President TBFAA at 1-210-945-0393 or go to www.tbfaa.org please do it today.

FBI Reports Small Drop in Crime Rates

Jun 19, 2003, WASHINGTON -- Overall violent crime decreased 1.4 percent last year in the United States, but the number of reported murder and rape crimes increased by 0.8 percent and 4.0 percent respectively, according to a preliminary FBI report made public June 16. The FBI's preliminary data for 2002 indicated a 0.2-percent decrease in the nation's Crime Index from the 2001 figure. The Crime Index is made up of numbers on seven offenses, including violent crimes and property crimes.

Among individual violent crimes, the number of robberies in 2002 decreased 1.2 percent from the 2001 total, and the number of aggravated assaults declined 2.0 percent. The overall property crime total remained the same compared with the 2001 total. Larceny-theft was the lone property crime showing a decrease, 0.7 percent, when compared to the previous year's total. Burglary increased 1.5 percent, and motor vehicle theft went up 1.2 percent. Arson offenses, included in the Modified Crime Index, decreased 3.7 percent.

The Northeast region reported a 3.3-percent decline in overall crime last year, the biggest decrease among all regions. The West was the only region to report an increase in overall crime -- 2.9 percent. Among different cities grouped by their populations, the data showed those with populations of 250,000 to 500,000 experienced the biggest decline, 1.9 percent, in their Crime Index. Those with populations of 50,000 to 100,000 saw the biggest increase, 1.2 percent. Overall crime had risen by 2.1 percent in 2001 compared with 2000.

Crime analysts suggested that the sagging economy could be the reason for the spike in suburban violence. But they cautioned that the spotty demographic and regional differences may simply indicate an adjustment in the usual cycle of crime that saw declines in all categories of major offenses during the past decade. The FBI report is based on numbers provided by police agencies across the country.

**EL Dorado Ad
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Sheraton BrookHollow Hosts Convention

The Sheraton Houston Brookhollow Hotel is located 3000 North Loop West Houston, Texas 77092. Just 5 minutes from the Galleria at the Junction of 290 and 610 (Junction 30). The hotel is convenient to George Bush Intercontinental Airport and 35 minutes to Hobby Airport.

Call (713) 688-0100 and ask for the Special TBFAA Rate

* Single or Double \$69 per night

* Single or Double- Club Level \$89 per night



GUEST ROOMS & AMENITIES

- * Air-Conditioned Rooms
- * Alarm Clock
- * Cable Channels
- * Cribs Available
- * Telephone w/Data Port & Voicemail
- * Hairdryer Available
- * Handicap Accessible Rooms Available
- * In-Room Movies
- * Iron/Ironing Board
- * Maid Service
- * Non-Smoking Rooms Available
- * Radio
- * Refrigerators Available
- * Rollaway Beds Available
- * Suites Available

HOTEL SERVICES

- * Free Parking
- * 24-Hour Front Desk
- * Business Center/Services
- * Concierge Service
- * Fitness Facility
- * Outdoor Pool
- * Handicap Accessible Facilities
- * Multilingual Staff
- * Laundry Service
- * Lounge
- * Luggage Storage
- * Pets Allowed (Restrictions May Apply)
- * Room Service
- * Safe Deposit Boxes
- * Smoke Detectors
- * Wake-up Service Available
- * Whirlpool/Hot Tub



RESTAURANTS & LOUNGES

Big Bend Bar

- * Setting: Casual
- * Hours: 3PM-12AM

Lobby Lounge

- * Hours: 3PM-10PM

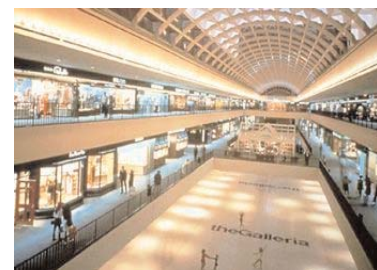
Cimarron Restaurant

- * Cuisine: Southwestern
- * Setting: Casual



LOCAL AREA

- * Northwest Mall - 1 Miles
- * Ikea Store - 2 Miles
- * Galleria Mall - 3 Miles
- * Richmond Strip (Restaurants & Clubs) - 5 Miles
- * Memorial Park - 5 Miles
- * Greenway Plaza - 7 Miles
- * Reliant Stadium - 9 Miles
- * Minute Maid Park - 10 Miles
- * Rice University - 10 Miles
- * HP Pavilion - 10 Miles
- * Museum of Fine Arts - 12 Miles
- * IMAX Theater - 12 Miles
- * Houston Museums - 12 Miles
- * Museum of Natural Science - 12 Miles
- * Bear Creek Park - 15 Miles
- * Six Flags AstroWorld - 15 Miles
- * Astrodome - 15 Miles
- * Herman Park Zoo - 15 Miles
- * Bayou Bend Gardens - 15 Miles



TBFAA Annual Meeting Schedule

THURSDAY ~ OCTOBER 23, 2003

8am to 5pm TBFAA Level One

This training program, provided by TBFAA, is a certified training program approved by the Texas Commission on Private Security (TCPS), License #0104. This course meets TCPS's requirements for installers and salespersons and provides an overview on the theory, installation and maintenance of alarm systems.

FRIDAY ~ OCTOBER 24, 2003

8am to 5pm TBFAA Level One

Second day of two day class

9am to 9pm Registration Table Open

10am ~ 4pm Management Seminar (4 CEU's)

BACK BY POPULAR DEMAND - Information and practical tools to make each manager's job easier and more efficient.

1pm ~ 4pm Texas Alarm Industry Leadership Forum

Meet industry leaders and government officials and learn the latest about your industry, ask questions and make suggestions about your association.

4pm ~ 9pm Annual Vendor Trade Show & Presidents Reception

Network with your fellow dealers and see the latest product from the finest vendors

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SATURDAY ~ OCTOBER 25, 2003

7:30 am to 4pm Registration Table Open

8am ~ 11am Annual Meeting & Breakfast

Get updated on your association and help elect your officers for the coming year

Noon ~ 3pm Sales Management Class (3 CEU's)

Get an informative overview on sales and sales management, with a valuable booklet of information to take with you

Noon ~ 2:30pm Board Meeting

Watch your newly elected board in action

3pm ~ 4pm Ethics Class (1 CEU)

Get updated on ethical issues and you will receive one (1) CEU!

6pm Dine A Rounds

Sign up to go to local restaurants with group of your fellow dealers for fun, food and drink

SUNDAY ~ OCTOBER 26, 2003

7:30am Annual Golf Classic ~ Shotgun Start

Separate Registration Required (See page 18)

TBFAA Annual Meeting Registration Form

(Please Print or Type a Form for EACH attendee)

Name _____

Company _____

Address _____

City _____ ST _____ Zip _____

Social Security Number (If CEUs are Desired) _____

CHECK EACH EVENT YOU PLAN TO ATTEND

Event	Cost	Will Attend
Thursday 10-23	-----	-----
Level 1- Seperate registration required	See Web Site	
Friday 10-24	-----	-----
Level 1- Seperate registration required	See Web Site	
Management Seminar	\$50 per person	
Leadership Forum	Free	
Trade Show & Reception	Free	
Saturday 10-25	-----	-----
Annual Meeting & Breakfast	\$25 per person	
Sales Management Class	\$20 per person	
Board Meeting Lunch	\$10 per person	
Ethics Class	\$10 per person	
Dine A Rounds	Cost of Dinner	
Golf	Seperate Registration	

TOTAL COSTS

Management Seminar	(\$50 per person)	\$ _____
Sales Management Class	(\$20 per person)	\$ _____
Ethics Class	(\$10 per person)	\$ _____
Breakfast	(\$25 per person)	\$ _____
Sponsorship(s)	(See above)	\$ _____
Total Due		\$ _____

PAYMENT INFORMATION: _____ Check enclosed Check # _____

FOR CREDIT CARD CHARGES: (Circle One) Visa MasterCard Discover American Express

Card Number _____ Exp. Date ____ / ____

Cardholder Name _____

Address _____

City, State & Zip Code _____

Cardholder Signature _____

For FREE ADMISSION to exhibits and to have your badge ready to pick up at the registration desk, Mail or Fax to:
TBFAA
P. O. Box 59982
Dallas, TX 75229

Fax: (877) 908 - 2522

SPONSORSHIPS-
 We would like to sponsor the following:
 ___ Workshops & Speaker Expenses \$400
 ___ Leadership Forum Refreshments \$200
 ___ Annual Meeting & Breakfast \$400
 ___ Saturday Breaks & Refreshments \$200
 ___ Board Luncheon \$200

TBFAA Annual Golf Classic

**Cosponsored by TBFAA and the
Houston Gulf Coast Alarm
Association**

Entry Fee: \$100 per person

(includes green fees, cart, practice balls and lunch)

Player 1 (Contact) _____
Company _____
Address _____
City/State/Zip _____
Phone _____
Handicap or Avg. Score _____

Player 2 _____
Handicap or Avg. Score _____

Player 3 _____
Handicap or Avg. Score _____

Player 4 _____
Handicap or Avg. Score _____

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Fees

19th Hole Sponsor @ \$1000 \$ _____
Platinum Sponsor @ \$650 \$ _____
Gold Sponsor @ \$450 \$ _____
Silver Sponsor @ \$300 \$ _____
Bronze Sponsor @ \$175 \$ _____
and/or
Total Golfers @ \$100 ea. \$ _____

Total Enclosed (payable to TBFAA) \$ _____

_____ Check Enclosed

Sunday, Oct. 26, 2003

7:30 am Shotgun Start
Longwood Golf Club
13300 Longwood Trace
Cyprus, Texas · Phone: 281 / 373-4100

**WANTED
Tournament Sponsors**

Help us defray costs of the tournament and
have your company recognized at the same
time!

SPONSOR LEVELS

19TH HOLE SPONSOR \$1000
(Banner and 4 Golf Entries)

PLATINUM SPONSOR \$650
(Sign and 4 Golf Entries)

GOLD SPONSOR \$450
(Acknowledgement and 3 Golf Entries)

SILVER SPONSOR \$300
(Acknowledgement and 2 Golf Entries)

BRONZE SPONSOR \$175
(Acknowledgement and 1 Golf Entry)

NAME AS IT SHOULD APPEAR ON SIGN:

Mail or fax registration & entry fee to:
TBFAA
P.O. Box 59982
Dallas, TX 75229
Fax: 877-908-2522

Questions? Call Brad Shipp at 877/908-2322

FOR CREDIT CARD CHARGES: (Circle One) Visa MasterCard Discover American Express

Card Number _____ Exp. Date ____ / ____

Cardholder Name _____

Address _____

City, State & Zip Code _____

Cardholder Signature _____



Membership Application Texas Burglar and Fire Alarm Association (TBFAA) and National Burglar & Fire Alarm Association (NBFAA)

Please print or type:

Company Information

Company Name:			
Physical Address:			
City:	State:	Zip:	
Mailing Address:			
City:	State:	Zip:	
Phone:	Fax:		
Web Site:			
Date of application:		In Business Since (date):	
Burglar Alarm License #		Fire Alarm License #	
Has applicant previously been a member of TBFAA? <input type="checkbox"/> Yes <input type="checkbox"/> No		Number of Employees:	
Sponsor Name			

Products and Services Offered

<input type="checkbox"/>	Access Control	<input type="checkbox"/>	CCTV	<input type="checkbox"/>	FM Approved
<input type="checkbox"/>	Monitored Burglar Alarms	<input type="checkbox"/>	Home Automation	<input type="checkbox"/>	IQ Certified
<input type="checkbox"/>	Monitored Fire Alarms	<input type="checkbox"/>	Proprietary Alarms	<input type="checkbox"/>	UL Listed
<input type="checkbox"/>	Local Burglar Alarms	<input type="checkbox"/>	Telephone Systems	<input type="checkbox"/>	Own a Central Station
<input type="checkbox"/>	Local Fire Arms	<input type="checkbox"/>	Security Guards	<input type="checkbox"/>	Provide Contract Monitoring
<input type="checkbox"/>	Central Vacuum	<input type="checkbox"/>	Alarm Response	<input type="checkbox"/>	Structured Wiring
<input type="checkbox"/>	Other Products or Services				

Official Primary Voting Representatives

Name	Title
Email	Direct Phone or Extension
Signature	

Official Alternate Voting Representatives

Name	Title
Email	Direct Phone or Extension
Signature	

* Upon signing the application and upon acceptance as a member of the TBFAA, the applicant is stating that they will abide by Bylaws and the Code of Ethics of TBFAA and they will support and participate in all the activities of the Association to the best of their abilities.

Dues Owed

Calculate based on reverse side of this form	
--	--

Payment Method (Select one)

<input type="checkbox"/> Check	<input type="checkbox"/> Money Order	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> Discover	<input type="checkbox"/> American Express
--------------------------------	--------------------------------------	-------------------------------------	-------------------------------	-----------------------------------	---

Credit Card Holder Information (If Paying with a Credit Card

Card number	Expiration Date:
Card Holder Name	Card Holder Signature
Card Holder Address:	
Card holder City, State and Zip	

Please forward application
with check or money order
(made out to TBFAA) to:

TBFAA
P.O Box 59982
Dallas, TX 75229

Phone: 877 / 908-2322
Fax: 877 / 908-2522

TBFAA Membership Type (check only one)

Regular Membership Requires that members are licensed by the Texas Commission on Private Security and/or the State Board of Insurance Office of the Fire Marshall, and pay annual dues that are detailed herein for TBFAA and NBFAA member benefits.

Installing Dealer Regular Members must join NBFAA and TBFAA to join either

Number of Employees	Texas Dues	NBFAA Dues	Total Dues	Your Total Dues
1-5	\$150.00	\$17500	\$32500	
6-10	\$300.00	\$30000	\$60000	
11-15	\$300.00	\$40000	\$70000	
16-25	\$300.00	\$55000	\$85000	
26-50	\$450.00	\$102500	\$147500	
51-100	\$450.00	\$132500	\$177500	
101-150	\$450.00	\$192500	\$237500	
151 and up	\$450.00	\$252500	\$297500	

Each Additional Branch

Texas Dues	NBFAA Dues	Total Dues Per Branch	Number of Branches	Your Total Dues
\$50.00	\$22500	\$27500		

Monitoring Only Dealer Companies that monitor for the end user or for other dealers who install systems have the option to join TBFAA as regular members or associate members. They can also join NBFAA as Regular Monitoring Company Members not have to join but requires that members are licensed by the Texas Commission on Private Security and/or the State Board of Insurance Office of the Fire Marshall, and pay annual dues that are detailed herein for TBFAA. Regular member benefits. dues:

Number of Employees	Texas Dues	Your Total Dues
1-5	\$150.00	
6-25	\$300.00	
26 and up	\$450.00	

Associate Membership Requires that members are manufacturers, suppliers, or distributors of products relating to security equipment or systems, and pay annual dues that are detailed full member benefits.

Texas Dues	NBFAA Dues	Total Dues
\$300.00	Contact NBFAA for NBFAA Associate Member rates and procedures	

Individual Membership Requires that members are individuals active in the industry in which their (respective by the Texas Commission on Private Security and/or the State Board of Insurance Office of the Fire Marshall) is not a member and pay dues that are detailed herein. Note: Individual members are not entitled to vote and NBFAA or TBFAA membership discounts.

Texas Dues	NBFAA Dues	Total Dues
\$75.00	Contact NBFAA for NBFAA Individual Member rates and procedures	

Subscriber Requires that a company of five (5) or less employees, licensed by the Texas Commission on Private Security and/or the State Board of Insurance Office of the Fire Marshall, pay a newsletter subscription fee as detailed herein. Note: Subscribers are entitled to vote and are not entitled to NBFAA membership discounts.

Texas Fees	NBFAA Fees	Total Fees
\$100.00	NBFAA does not offer a newsletter subscription	

Web Site Update

TBFAA Website - "Members Only" Area

Over the past year the TBFAA has developed a "Members Only" area to the Internet Website (tbfaa.org). The new area is designed to help the TBFAA and our members stay better informed and provide additional benefits for our members.

As a member of the TBFAA your access to the private area is already setup. Your username is your email address that our website displays on your public member listing. The website can automatically email your password to you if you don't know or forget your password. Simply visit the TBFAA website and click on the area in the top right corner that displays "Click Here to LogOn". Then follow the link near the bottom of the log-on page to have your password emailed to you.



Once you have entered the "Members Only" section you can review and update the information that is displayed on the web for your company. Any changes you make will automatically update what is displayed on the TBFAA web site and the NTAA site if you also belong to NTAA.

As an added benefit of your membership you will also be listed on <http://www.alarmsearch.com/> which is a nationwide consumer oriented site that allows consumers to search for companies.

The TBFAA Website is hosted and maintained by Nova Internet Services, as a donation in service to the industry by its owner, Chris Russell. Nova Internet provides scalable hosting services, advanced connectivity and expanded local access numbers in over 450 cities world wide. Services include ADSL, ISDN, T1, Server Co-location, Dedicated Server, Web Hosting, specialty eMail services, eCommerce, specialized DNS services and advanced Internet integration services.

Nova's Network Operation Center (NOC) is located inside of a high security building in Dallas, Texas. Manned and monitored 24x7, the facility has computerized and monitored uninterruptible power supplies, automatic natural gas and diesel powered generators, computerized security access, security systems and monitored cameras.

Visit <http://novaone.net/> or call 877.668.2663 for more information.

YOU CAN EITHER
FOLLOW THE LEADER OR
**BECOME
THE
LEADER.**

Become an ADT Authorized Dealer.

Join forces with America's number-one home security services company, and you'll enjoy some definite advantages. Because only ADT gives you \$40 million in advertising support and one of the most extensive dealer training programs available. Plus some of the highest multiples in the industry. Best of all, there's still room for you at the top. Find out more about joining the ADT Authorized Dealer program.

JACK TEEL
Regional Director
1-800-452-6307

KEVIN CLOWE
Territory Manager
1-866-286-0781

MICHAEL BARBER
Territory Manager
1-877-890-0186

DAVID COVINGTON
Territory Manager
1-877-972-2340



DSC

Members Support Members

In each issue you see companies who support our association and industry through advertising. Most of these companies also support our industry events, our legislative efforts, our meetings, the newsletter, and much more.

It is important that you support the companies who support our association.

GE Interlogix Acquires MAS

GE Interlogix announced that it has completed the acquisition of well-known Monitoring Automation Systems, known to many simply as MAS. MAS, which has been in the market for more than 20 years and serves some of the biggest players such as ADT Security, Protection One and Brink's Home Security, is not expected to change under GE Interlogix. Steven Keefer, the former majority shareholder of MAS, its founder and now its president, said the company will continue to conduct business as it has in the past.

UCC Expands

United Central Control is adding another 2,300 square feet to its existing 4,000-square-foot monitoring center to add a new customer service department. Customer service representatives will handle incoming calls, freeing UCC's dispatchers to focus on their jobs. At present, UCC handles 50,000 monitoring accounts for about 180 dealers across the country.

Introducing the 5828V Wireless Voice Keypad for LYNX Installations

ADEMCO Group, a unit of Honeywell Automation and Control Solutions, has released the 5828V Wireless Voice Keypad. The wireless design saves dealers valuable time by offering the quickest, easiest installation of a secondary keypad to ADEMCO's LYNX. It mounts anywhere--on walls, table-tops and counters. Homeowners can enjoy the voice benefits of LYNX on a secondary keypad, as well as features like a built-in family message center. For additional information, visit www.ademco.com.

DSC releases new catalog showcasing complete line of security products

Digital Security Controls Ltd. (DSC), has released its new 'Security Source Book' product catalog. This revitalized catalog is packed with valuable information on DSC's complete line of security products. A valuable reference guide, it includes product photos, feature descriptions and installation tips. The Security Source Book product catalog is currently available for ordering, and is free of charge to security professionals throughout North America. Visit <http://www.dscsec.com>.

2002 TBFAA Annual Conference Exhibitors

Ademco Group- (800) 467-5875	M & S Systems- (800) 366-6874
ADI- (972) 402-8612	National Alarm Computer Center- (817) 265-0040
ADT Security Services, Inc.- (817) 589-2381	Nova Internet Services, Inc.- (214) 904-9600
CDTek- (972) 620-2729	Rapid Response Monitoring, Inc.- (800) 932-3822
Centex Home Team Security- (214) 696-1800	Samsung CCTV- (972) 245-7333
Corrigan Agency, Inc.- (800) 944-9254	Securion Central Control- (800) 864-3131
Digital Monitoring Products- (800) 641-4282	Security Associates International, Inc.- (877) 859-4826
Digital Security Controls- (214) 632-7499	Telular Corporation- (800) 229-2326
GE Interlogix- (972) 745-2764	Texas Systems Supply, Inc.- (210) 366-1502
GVCS, Inc.- (512) 885-4411	Timarron Partners, Inc.- (817) 329-4777
HyperGraphic Impressions- (214) 351-5191	Tri-Ed Distribution, Inc.- (800) 838-7433
Intivid Solutions- (817) 332-8667	Wheelock, Inc.- (732) 222-6880
Leasing Associates- (713) 522-9771	WR Grace / Eclectic Products, Inc.- (281) 556-6073



NBFAA Update

The National Burglar & Fire Alarm Association
8300 Colesville Road, Suite 750, Silver Spring, MD 20910
(301) 585-1855 Fax: (301) 585-1866

Web site: www.alarm.org Staff e-mail address: staff@alarm.org
National Training School - 1-888-702-1687

Fall Conference Announced

The NBFAA 2003 Fall Conference, held in conjunction with the National Summit on Security (formerly ISC East), will convene Sept. 28 through Oct. 3, in Washington, D.C. Visit <http://www.alarm.org> to register.

The NBFAA host hotel is Loew's L'Enfant Plaza Hotel, 480 L'Enfant Plaza SW, Washington, DC. For reservations, call (800) 635-5065, and be sure to reference the "NBFAA room block" to receive the group rate of \$149 per night.

Training Update

Schedule and Registration Forms Available 'On Line'

Visit <http://www.tbfaa.org> for course descriptions, registration forms and class schedules.

Level 1 Class Schedule

Jul 24-25 Dallas
Aug 21-22 Corpus Christi
Sep 25-26 San Antonio
Oct 23-24 Houston
Nov 06-07 El Paso
Nov 13-14 Dallas

Fire Prep Class Schedule

Jul 19 San Antonio
Aug 16 Dallas
Sep 13 San Antonio
Sep 20 Houston
Oct 11 San Antonio
Nov 22 Dallas
Dec 13 Houston

FAIM- Fire Alarm Installation Methods Class Schedule

10 30-31 Dallas

Special Message to Non Members

Because our newsletter currently goes to all license holders in Texas, many of you who read this are not members of TBFAA.

To you I ask a simple question- why not?

If you are not a member you are not only missing out on a wealth of knowledge and opportunities but frankly you are getting a free ride.

Nearly every day TBFAA does something on your behalf. From preventing an unreasonable law to easing how you comply with existing ones TBFAA is there for you. And we need your financial and other support that comes from being a member.

SO JOIN TODAY!

Do You Have Sales/Branch Management Experience In The Alarm Industry?

Maybe it's time to take advantage of your experience in the alarm industry. If you have ever thought of owning your own alarm company, let us help you get started."

We can provide you with the business management, sales, and technical support required to make your dream of becoming a business owner a reality.



Call **James T. (J.T.) Jung**
today to find out more!

877-431-6208, ext. 3079

*Employees of current Monitronics Dealers not eligible.

In the magazine's list of fastest growing companies for five years in a row



TBFAA Regular Members

If you're Not on this list you are missing out on the Benefits of TBFAA Membership

Regular Members

1st Alarm
ADT Security
AEGIS Systems, Inc.
Alamo Integrated Systems, Inc.
Alarm Link Security
Alarm Security & Contracting, Inc.
Alarmtechs, Inc.
Alert Alarms Burglar & Fire Protection, Inc.
All Pro Security Services
All Safe & Sound
Allstate Security Industries, Inc.
Amazon Alarm Systems, Inc.
American Security Alarms, Inc.
American Security Devices
Aprotex Corporation
APT Services, LP
Argus Security Systems, Inc.
ASG Monitoring, Inc.
Atlas Alarms
Automated Designs, Inc.
B Alert Security
BMA Systems, Inc.
Brink's Home Security, Inc.
Central Alarm Systems, Inc.
Central On-Line Security
Central Security Services, Inc.
Central Texas Security & Fire Equipmnt, Inc.
CenturyTel Security Systems of Texas, LP
Commercial & Industrial Electronics, Inc.
Conductive Concepts, Inc.
CoServ Security
Counterforce USA, LP
CozyHome
D & N Services, Inc.
Dallas Security Systems, Inc.
DDC Factors
Design Solutions Group, Inc.
Dispatch Center, LTD.
Diversified Alarm Systems, Inc.
Dixie Safe and Lock Service, Inc.
DSS/Fire, Incorporated
E V Electric & Security
Enco Systems, Inc.
Entech Sales & Service
En-Touch Alarm Systems, Inc.
Entrust Connections, LLC
Failsafe Security, Inc.
Firehawk Safety Systems, Inc.
First Call Security Systems, Inc.
Gleitz Alarms, Inc.
Grayson Pro-Tech, Inc.

Green Security & Sound Systems
Guadalupe Valley Communications
Systems, Inc.
Guardian Security Systems, Inc.
Halco Life Safety Systems, Inc.
Homenet Solutions, LLC
I.H.R. Corporation
Infiniti Communications Technologies, Inc.
Interactive Security Technologies, LLC
Intruder Alert Systems, Inc.
J.W. Dielmann, Inc.
Jackson Enterprises Alarms
JM Electronic Engineering
JW Gray Electrical Contractors LP
Knight Security Systems, Inc.
Las Colinas Association, The
Medina Valley Security
Monitronics International
Multilink
Network Multi-Family Security
Noble Enterprises
Notification Systems of America
Omni Alarm Service, Inc.
Paramount Alarm Systems, Inc
Patriot Security Systems
Paul Labute, Inc.
Peoples Communication, Inc.
Pinkerton Systems/ Securitas
Powell Protection Systems, Inc.
Prewire of El Paso, Inc.
Professional Alarms, Inc.
Protection Networks
Protection One Alarm Monitoring, Inc.
Protection One, Inc.
Ranger American of Texas, Inc.
Rapid Response Systems
Riptide Security
Royal Protection Group, Inc.
Sandollar Security Services, LLC
Secure Options, Inc.
Security Alliance Of Central Texas
Security Controls
Security One, Inc.
Sentinel The Alarm Company
Sharp Security Systems
Siemens - Landis Div.
Simplex- Grinnel
Smith Legacy, LLC
Smith Southern Equipment, Inc
Smith Thompson Security Systems
Sonitrol of Austin, Inc.
Sonitrol of Houston
Southwest Alarm Systems
Southwest Dispatch Center, Inc.

Southwest Securityscan, Inc.
Steelcrest Security
Stroud Security Systems, LP
Tandy Security Systems
Temsco, Inc.
Texas Bank Technologies
Time Warner Home Security
Top Communication Services
Totalcom Management, Inc.
Tutor Security, Inc.
Vallance Security Systems
Vanco Protection Services, Inc.
VCS Security Systems, Inc.
Vidcorp Security Systems
Vitel Communications Corp.
Weidman, Inc.

Associate Members

Ademco Security Group
ADI
Alarm Express, Inc.
Bosch Security Systems
Digital Security Controls
El Dorado Insurance Agency
GE Interlogix, Inc.
HyperGraphic Impressions
Napco Sec. Systems, Inc.
Nova Internet Services, Inc.
Rapid Response Monitoring, Inc.
Security Capital Consulting
SentryNet
SGI- Texas Systems Supply, Inc.
Tane Services, Inc.
Telular Corporation
Tri-Ed Distribution, Inc.
Ultrak - ABM Data Systems
United Central Control, Inc.
USI of Southern Calif.
Wheelock, Inc.

Regional - Regular & Associate Members

North Texas Alarm Assn.

Ademco Group
ADI
ADT Dealer Services
Aegis Systems, Inc.
AHS Security, Inc.
Alarm Express, Inc.
All Safe & Sound
All Tech Security Services
Amazon Alarm Systems, Inc.
American Security Devices
ASG
Automatic Gate & Equipment Supply
BMA Systems, Inc.
Brighton Security
Brink's Home Security
Bryant Security Systems
CD Tek
Centex HomeTeam Security
Central Alarm Systems, Inc.
Co Serv Security, L.L.C.
Conduxex
CSL Technologies, Inc.
Custom Integrated Systems, Inc.
Customer First Alarm
Dallas Security Systems, Inc.
Datatech Electronics, Inc.
DFW Alarm
Diamond S Services
Digital Security Controls, Inc.
Digital Witness, LP
Diversified Alarm Systems
Eagle Security Service
Electronic Security Solutions
Entrust Connections, L.L.C.
EV Electric & Security Systems
First Alert Professional
Guardian Alarms, Inc.
Hawk Security Services
Home Protection Centre, Inc.
Hypergraphic Impressions
I-Que Technologies
Integrity Home Systems
Intruder Detection Systems
Key Security Systems
Knight Security Systems, Inc.
Las Colinas Association
Lone Star Cabling Supply, Inc.
M.A.C. Alarms
Marshal Security Systems
Monitronics International
National Alarm Computer Center
National Home Security
Network Multifamily
Notification Systems of America
Nova Internet Services, Inc.

Paramount Alarm Systems
Powell Protection Systems, Inc.
Protection Networks
Ranger American of Texas
Rapid Response Systems
Ritter Fire & Security
Rowell Security Systems
Samsung CCTV
SAS Alarm Service, Inc.
Secure Options, Inc.
Security Surveillance
Sentinel The Alarm Company
SICC, Inc.
Siemens Building Technologies, Inc.
Smith Thompson Security Systems
Southwest Alarms
Southwest Dispatch Center, L.P.
Southwest Securityscan Inc.
Sparks Technologies
Spectrum Alarm Systems, Inc.
Stratagem Advanced Products
Summit Monitoring & Security
Systems, On-Guard, Inc.
Talon Security, Inc.
Tandy Security Systems
TCT Insurance Services, Inc.
Texas Fire & Security
Texas Fire Alarm, Inc.
Texas Systems Supply
The Richeson Agency
Top Communication Services Inc.
Tri-Ed Distribution, Inc.
Universal Battery Corp.
Vanco Protection Services

South Texas Alarm Assn.

ADI
American Security
AUS Security
Dispatch Center, Ltd.
Gleitz Alarms
Guadalupe Valley Security
Guardian Security
Intruder Alert
Kerrville Telephone Security
Lifelink Security
Medina Valley Security
Mission Security
Richardson Electronics
SGI,dba TSS
Security One, Inc.
United Central Control
Vallance, Inc.

Houston Gulf Coast Alarm Assn.

4m Security Systems
A.M. Emery, LP
Access & Video Integration
Adi
Adt - Tyco
Advantage Security Access, Inc.
Alarm Discount, Inc.
Alarm Masters
Alarm Response, Inc.
Alarms Unlimited
Alarmtechs, Inc.
Alert Alarms, Inc.
A-Link Security
All-Safe & Sound, Inc.
Ascot, Inc.
Asg Alarm Security Group
Atlas Alarms
Benco Systems, Inc.
Best Lock Corp.
Bg Systems, Inc.
Brinks Home Security, Inc.
Burt, Barr, & O'Dea, Llp
Carey & Associates, Inc.
Cds Security Systems, Inc.
Centurion Alarm Services
Chubb Security
Conduxex Wire
Counterforce Usa, Lp
Crapitto's Cucina Italiana
D Square Systems
D & N Services
Danna Alarms
Datasmart
Detection Systems
Dixie Electronic Controls
DSC
Dss Security, Inc.
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Continued on Page 19

	Charlis Smith <i>New Business Development</i>
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Capital Area Burglar and Fire Alarm Assoc.

Capital Area Burglar and Fire Alarm Association
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Austin, Texas 78761

Informative Meetings and Training Opportunities

In the past few months, those who have attended CABFAA meeting have learned about current legislation and the importance of companies in the industry becoming involved. We have struck a balance to cover a range of topics of concern to the burglar and the fire alarm industry. I really want to thank Bill Parsley, JD Benfer and Henry Homrighaus for taking their time out of their busy schedule to attend the CABFAA meetings.

I would also like to thank my dad, Jim Moore for the support and photography and thank Andy Allen with Timarron Partners, Inc. for providing the 2 hour training on NITEK video over structured cabling and Panasonic CCTV.

JJ Moore
President CABFAA



CABFAA General Membership meetings are held on the Third Thursday of the middle month of each quarter (i.e.: February, May, August, November).

They will be at the ADI Branch office 8200 Cross Park Drive, Ste. B, Austin, Texas, from 11:30 a.m. to 1 p.m..

The CABFAA Board will meet monthly at the same location.

Upcoming Training

- * **IR Security, Tony Boatman, Von Duprin, Locknetics- September 18, 2003**
- * **Silent Knight, Brian Griffin - Fire Alarms - December 18, 2003**

Regional - Regular & Associate Members

HGCAA, Continued

Foresight Security Systems, Inc.
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Hilton & Associates
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Houston Police Department
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North Texas Alarm Association

P.O. Box 836635, Richardson, TX 75083-6635
TEL: 214/352-9352 FAX: 972/871-3338
Web Site: <http://www.ntaa.org>

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Treasurer Al DeMarzo DFW Alarm	Chris Russell Amazon Alarm Systems, Inc.	Malcolm Reed Knight Security Systems, Inc.

The NTAA meets on the third Wednesday of each month, at 11:30.

We meet at Juan's Cantina, 42 Richardson Heights Shopping Center (SW corner of Beltline & 75), Richardson, TX, 972.234.8881.

Working Together Works

For those that may not be aware, the Arlington City Council decided to raise permit fees and to implement a no permit no response policy instead of going to a non-response policy for alarms. Permit fees were increased to \$50 effective April 1, 2003 and starting on July 1, 2003 the police department will not respond to a burglary alarm call unless the central station gives the police dispatcher a valid permit number for the site. Please make sure all your Arlington customers are properly permitted.

28 This was a long, hard battle. I want to personally thank everyone that was involved in this process over the last ten months. The support that I received from not only the North Texas area, but from all over the state was unbelievable. An unprecedented act of support came from the Houston Gulf Coast Alarm Association and from the South Texas Alarm Association. Both of these Associations gave cash donations to the North Texas Alarm Association! Thank You! It amazes me how the work of a few with the support of many can accomplish so much!

If the "Arlington Committee", Rex Adams, myself, Nathan Bryant, James Jack, Gary Robertson, Malcolm Reed and Kathleen Schraufnagel, had not spent the incredible amount of time and effort that they did. If the North Texas Alarm Association (NTAA) Board of Directors had not given the Arlington Committee the power and authority to do whatever it took. If the NTAA did not have the strong membership that it does. If the NTAA members had not been so supportive of its Board and sent letters to their customers and showed up at a critical City Council meeting. If Robert Mahoney with Entrust Connections, an alarm company in Arlington, had not been so involved. If, if, if...

The bottom line is IF any of the things mentioned above had not happened, Arlington would have been the first city in Texas to have adopted a non-response policy! It just goes to show that working together works. Texans are truly the best!

Chip Bird
President
North Texas Alarm Association

The NTAA holds CEU training classes on the third Thursday of the month, every other month, at ADI in Dallas. When you register for these courses, you can receive the required 8-hours of CEU's in one day! For further information, please contact Kathleen Schraufnagel at 972.871.3807.

THANK YOU TSS
EARN CEU CREDITS AND SUPPORT THE NTAA
All Dallas Class Proceeds Donated to the NTAA
July 21 · August 6 · Sept 9 & 11 · Oct 28
Call Joel Shewry or Bob Cianciola at TSS Dallas
214-350-2284



South Texas Alarm Association

South Texas Alarm Association
P.O. Box 23280
San Antonio, Texas 78223
210-402-6262

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Roger Byrd

Security One, Inc.

Well, summer is almost here. The heat in San Antonio will soon start taking its toll. We know this because some of our state legislatures have headed north this week to cool off.

Seems that the "heat in the political kitchen" was just too much for them to bear. I was very disappointed when I heard of the action of this group of "Representatives of the People", until I realized that the action they took is much like the actions that we all take from time to time.

Seems like there is a yearly changing of the guard in the Alarm Industry. Each year we have new faces coming in and getting involved, yet we lose the participation of several that have been so faithful in serving the Alarm Industry of Texas. If you are one of the Dealers who used to be involved and focused on the alarm issues in Texas, I do wish you would reevaluate, and rejoin in actively participating in the Association process.

The news from L.A. was not good this past week. The news from Austin was still worse. This all leads up to the fact that the Alarm Industry in Texas has 12 months to regroup and rethink our positions before we will be hit from almost every side on the police dispatch issue. I strongly suggest that each Association put together, if they have not already, a standing group of dealers to monitor what is happening in your part of Texas.

We would be foolish if we get hit blindsided by a small municipality that suddenly decides that their police dept. won't respond to active alarms anymore. We really need to be proactive on this. Be very vigilant and watchful. Ask your customers to inform you of anything they hear, and then forward the information to the local alarm association and then to the TBFAA as soon as possible.

Speaking of Roger Byrd, I owe him and several members of the TBFAA Legislature Committee an apology for leaving them out of my thanks in the last issue. The TBFAA Legislature Committee, made up of Rex Adams, Malcolm Reed, Dennis Bryan, Henry Homrighaus, Kathleen Schraufnagel, Roger Byrd, and J.D. Benfer have done an outstanding job this year. No one will ever know the hours, and hours of labor that this team put in working of the interest of the Alarm Dealers of Texas. When you see or speak to one of these give them a heartfelt "Thank You!" We owe them!!!

General membership meetings are held on the second Tuesday of each month from 11 a.m. to 12:30 p.m., at Martha's Mexican Restaurant, Thousand Oaks and 281 North; 210/945-0393.



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Bill Parsley,
President,
South Texas Alarm Association



Houston Gulf Coast Alarm Association

Houston Gulf Coast Alarm Association
6415 Calle Lozano, Houston, TX 77041
713-466-5151 FAX 713-466-5225

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Making a Good First Impression

In the world of sales, there are many factors that need to be taken into consideration to generate new prospects. Companies often get consumed with preparing marketing materials, or deciding which venue to utilize for their advertising. Many companies send their salespeople to training classes to hone their sales skills. But of all the things that companies do to generate sales, there is one important item that is most frequently overlooked: answering the phone.

The person who answers your company's phones has more of an impact on sales than almost any other person in your sales force. At our company, we refer to our phone receptionists as "Directors of First Impressions". We are very careful to make sure that they are polite and courteous with all callers. It just does not make sense for a company to spend huge sums of money on advertising, only to have their prospects run off by a less than courteous phone receptionist. After all, the way in which a company answers the prospect's phone call immediately sets the impression of that company in the caller's mind. There is an old saying that states, "You never get a second chance to make a good first impression". This is very true, and if a prospect is calling a list of businesses in the Yellow Pages, he or she will just move on to the next company if they do not like the way that the phone was answered. I would be willing to wager that just about everyone reading this article has done the same thing at one time or another; I know that I have.

It always seems that answering the phone is often put way down the list of priorities for companies. It is so insignificant for many companies that they forsake live courteous operators for automated attendants. Don't you just love those things! Press "1" to do this, press "2" to do that, press "3" to kiss your prospect goodbye! The general public may be acclimated to these things, but it doesn't mean that they like them. In my mind, there is just no substitute for the courteous, professional service provided by a friendly, live receptionist. This type of person will form a great impression of your company in the prospect's mind, and through their professionalism, they will also help your company retain your existing customers. How are your phones answered? Could you do better? Phone answering is so easily controlled, yet so often overlooked. Making the right impression on callers is paramount to generating new sales and retaining existing customers. To successfully grow your business, make sure that your company is creating a great first impression.

Mark Matlock

Former HBFAA President and HGCAA Vice President
Current Vice President of Marketing for United
Central Control in San Antonio

Email: mmatlock@teamucc.com

The Houston Gulf Coast Alarm Association holds membership meetings at Crapittos Restaurant, 2400 Mid Lane on the 2nd Friday of each month from 11:30 am to 1pm. Please use this schedule to make plans and attend as many as you can. Meetings are \$15.00 per person.



James T. (J.T.) Jung
Regional Sales Manager

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The Power To Compete

TBFAA Calendar

July

- 4 Independence Day
- 8 HGCAA- Membership Meeting- Houston
- 8 STAA- Membership Meeting- San Antonio
- 16 NTAA- Membership Meeting- Dallas
- 17 NTAA- CEU Classes- ADI- Dallas
- 19 Fire Prep Class- San Antonio**
- 24-25 Level 1 Class- Dallas**

August

- 7 ADI Expo- Houston
- 12 HGCAA- Membership Meeting- Houston
- 12 STAA- Membership Meeting- San Antonio
- 12 TBFAA Board Meeting- San Antonio
- 16 Fire Prep Class- Dallas**
- 20 NTAA- Membership Meeting- Dallas
- 21 NTAA- CEU Classes- ADI- Dallas
- 21-22 Level 1 Class- Corpus Christi**

September

- 1 Labor Day
- 3-7 CEDIA Expo- Indianapolis
- 9 HGCAA- Membership Meeting- Houston
- 9 STAA- Membership Meeting- San Antonio
- 13 Fire Prep Class- San Antonio**
- 15-18 ASIS- 49th Annual Seminar and Exhibits- New Orleans
- 17 NTAA- Membership Meeting- Dallas
- 18 NTAA- CEU Classes- ADI- Dallas
- 20 Fire Prep Class- Houston**
- 25-26 Level 1 Class- San Antonio**
- 27 Rosh Hashanah

October

- 1-3 ISC East- Washington, DC
- 6 Yom Kippur
- 9 ADI Expo- Dallas

11

- ?? TBFAA Annual Meeting & Board Meeting- Houston
- 14 HGCAA- Membership Meeting- Houston
- 14 STAA- Membership Meeting- San Antonio
- 15 NTAA- Membership Meeting- Dallas
- 16 NTAA- CEU Classes- ADI- Dallas
- 21 ADI Expo- Austin
- 23-24 Level 1 Class- Houston**
- 30-31 FAIM- Fire Alarm Installation Methods Class- Dallas**

November

- 6-7 Level 1 Class- El Paso**
- 12 HGCAA- Membership Meeting- Houston
- 12 STAA- Membership Meeting- San Antonio
- 13-14 Level 1 Class- Dallas**
- 19 NTAA- Membership Meeting- Dallas
- 20 NTAA- CEU Classes- ADI- Dallas
- 22 Fire Prep Class- Dallas**
- 27 Thanksgiving Day

December

- 9 HGCAA- Membership Meeting- Houston
- 9 STAA- Membership Meeting- San Antonio
- 13 Fire Prep Class-Houston**
- 17 NTAA- Membership Meeting- Dallas
- 18 NTAA- CEU Classes- ADI- Dallas
- 20-27 Hanukkah
- 24 Christmas Eve
- 25 Christmas
- 31 New Years Eve



West Texas Alarm Association

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The TBFAA will hold several training classes in El Paso during 2003. If you are in the west texas area please help support then TBFAA by registering early for these classes.

Level 1 Class November 06-07 El Paso

If you are interested in the other TBFAA offerings (FAIM, Fire Prep) being held in El Paso please contact us at exdirector@tbfaa.org or 877-908-2322.

EL Dorado Ad 1/2-Page B/W

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