



# Transmitter

A PUBLICATION OF THE TEXAS BURGLAR & FIRE ALARM ASSOCIATION



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Burglar and Fire  
Alarm Association



Gulf Coast  
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TEXAS BURGLAR  
AND FIRE  
ALARM ASSOCIATION

## NBFAA PROFESSIONAL ALARM TECHNICIAN OF THE YEAR

The NBFAA annually recognizes outstanding individuals and groups within the electronic security industry. These awards are presented to those persons who have gone above and beyond in their contributions to our industry in the past year. One such award goes to the technician who exemplifies industry knowledge and customer service. This year's award was presented to David Maikell. David is a Service Technician, Level 3, for Brink's Home Security.

*continued*



NBFAA President, Bart  
Didden and David Maikell

pg. 4

## NEW PRACTICAL FIRE ALARM INSTALLATION COURSE

Training Director Gary Dawkins became certified to teach the new NBFAA Fire Alarm Install Methods course on Aug. 11, 2000. He will soon choose seven potential instructors from around the State of Texas to attend a two-day training class. Once the class is completed, each instructor will then be required to act as a student teacher for a course before being considered fully certified.

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pg. 6

## FALSE ALARM PREVENTION TOPIC OF THE MONTH

### *Defining Responsibilities = False Alarm Reduction*

Every alarm company employee needs to understand his or her responsibilities. Defining the responsibilities of the installing companies and the central stations will help reduce false dispatches.

*continued*

pg. 11

## STATE FIRE MARSHALL CHANGES LICENSING EXAM

The State Fire Marshall's Office is currently changing the licensing examination to simulate an independent testing source. The examination process is being separated from the licensing process. The transition will become fully effective on Sept. 1, 2000. The following changes were implemented to expedite the examination function and, ultimately, the receipt of a license.

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pg. 14

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The Texas Burglar and Fire Alarm Association, Inc. (TBFAA) is a nonprofit 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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Texas Burglar and Fire Alarm Association  
P.O. Box 11862  
Fort Worth, TX 76110  
TEL: 1-877-908-2322  
FAX: 817-207-0941

For Advertising Information:  
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Kathleen Schraufnagel,  
Newsletter Chairman  
Teri Bailey, Editor

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**Editorial:** Copy is due the 5th of each even numbered month.

**Advertising:** Space reservations due the 5th and artwork due the 20th of each even numbered month.

## President's Message

On Sept. 23, 2000, the NTAA manned a successful Jail-N-Bail Fundraiser in Plano, Texas, in conjunction with the Plano Balloon Festival and hosted by the Plano Police Department. The majority of the funds will be used for false alarm community awareness projects in the Dallas/Fort Worth area. On Oct. 11, 2000, the first (of hopefully many) Dealer False Alarm Workshop will be held in Texas as part of the NBFAA/AIREF Coordinated Alarm Reduction Effort (CARE). In addition, you will find an NBFAA update concerning the designation of November as the official False Alarm Prevention Month across the country. A news article ran in the last TRANSMITTER outlining the False Alarm Network (FAN).

So why am I mentioning all of this? It takes a cooperative effort from all of you to bring false alarm prevention to the consciousness of every electronic systems professional in the industry. Members of the TBFAA and the local associations already know this and with their membership in these organizations they are publicly stating their commitment to a better industry. They are growing stronger businesses, but they can't do it alone. It will only be through the collective effort of the electronic systems industry that we can begin the education efforts needed to alleviate this problem.

There are those who will say that, "we don't have a false alarm problem here". Do not be complacent just because there is no current outcry in your community. You may find out that there is a problem, perceived or real, when it is too late to address the issue. It

can happen to you! There are three counties in Maryland that have passed ordinances this year that charge false alarm fines to the alarm company for their customers' false alarms. It is up to the company to pay the fine and then bill their customers to recover the cost. In the past two years, Toronto and Calgary in Canada have done the same thing.

California has successfully stopped a "900" number issue from being raised yet again in Riverside. The City of Baltimore was poised to adopt the same good ordinance that was recently created by Baltimore County. Then a sudden change in leadership and some unfortunate incidents occurred and, in just one day, a very different and onerous ordinance was presented and passed. This year alone, numerous ordinances passed requiring alarm companies to handle initial permit registration for new customers. Some even require the alarm company to handle all renewals!

Take advantage of the Dealer Workshops when they come to your area. Read and implement the false alarm reduction suggestions in the "False Alarm Reduction Topic of the Month". Talk with law enforcement in your local municipalities. Attend public safety meetings and get to know your city councilpersons. Understand the job they do and the concerns they may or may not have. Participate in the dissemination of knowledge and information that FAN is looking for. Attend your local and state alarm association meetings. Get involved before something happens. Everyone will benefit and the industry will grow stronger and work responsibly!

### Table of Contents

TBFAA Update . . .	Page 6
From Coast to Coast . . .	Page 8
Associates Corner . . .	Page 10
NBFAA News . . .	Page 12
NFPA . . .	Page 17
TBFAA Calendar . . .	Page 21
<b>Regional News</b>	
North Texas . . .	Page 18
Capital Area . . .	Page 20
San Antonio . . .	Page 22
Gulf Coast . . .	Page 22

## Maikell receives recognition

On March 28, 2000, at approximately 6:30 p.m., a tornado ripped through the city of Arlington, Texas. Brink's Home Security Service Technician David Maikell was completing a service call at a customer's home when the tornado struck. He was about to leave the site when he heard the roar of the tornado and saw the funnel cloud. No sirens sounded. He immediately advised the homeowners and their teenage daughter to get into the bathroom for protection. The tornado hit the home just as they all made it into the bathroom. David held the bathroom doorknob through the entire ordeal, which was not an easy task.

When the tornado finally passed, he left the bathroom and made sure the house was safe before he allowed the homeowners to leave the bathroom. He then went to the garage and located the family dog. He also located a pair of shoes for the daughter, as she was in bare feet.

David then proceeded outside and found his truck which had been lifted from the street and deposited against the customer's home (see photo). He gathered some tools and proceeded to shut off the natural gas to all the houses in the neighborhood. Once he completed that task, he went from house to house to make sure everyone was accounted



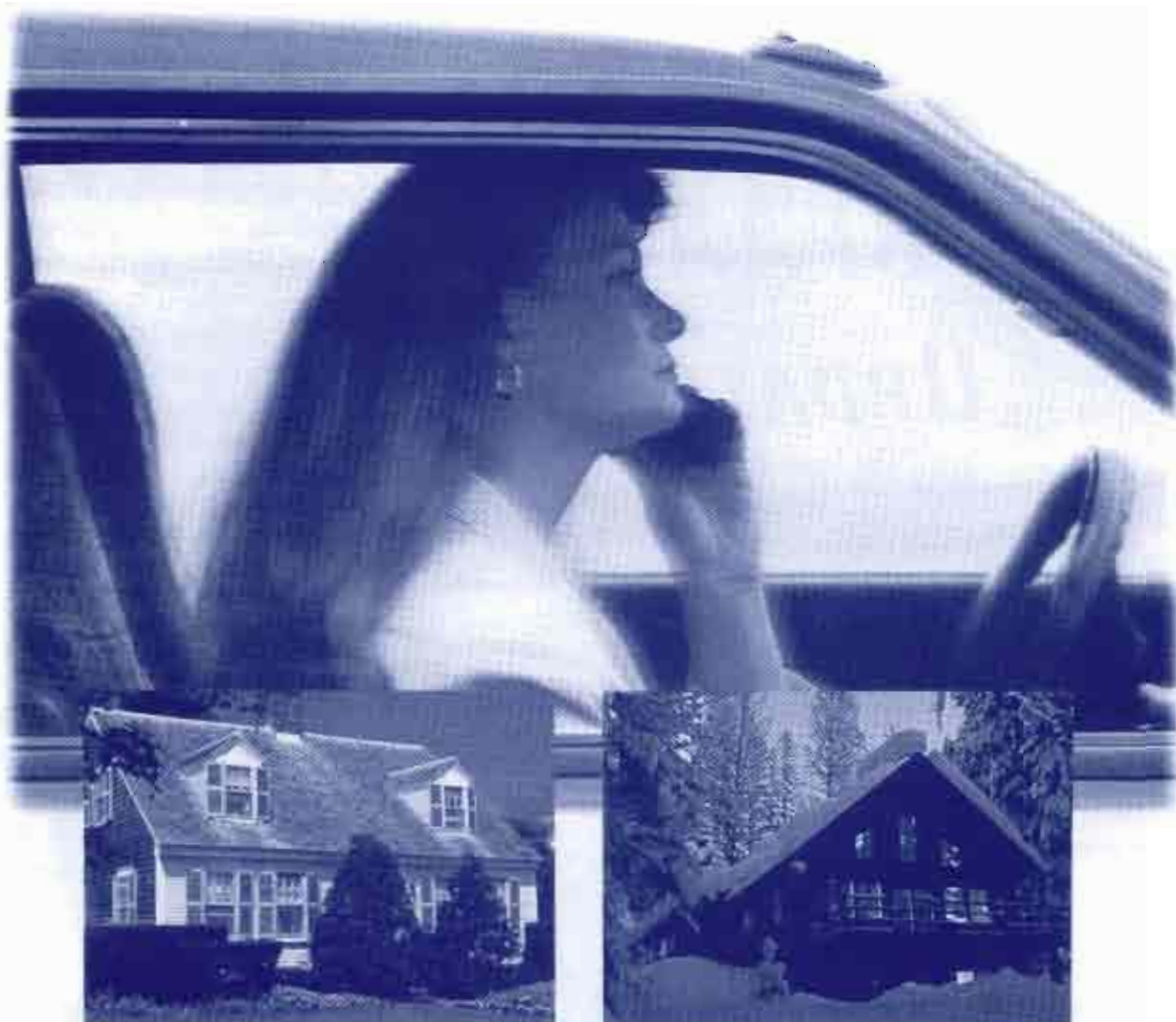
**The Texas Tornado - 2000 found many heroes; among them was David Maikell of Brink's Home Security**

for and to assess any injuries. Arlington police officers manning the neighborhood checkpoints after the tornado commended David, stating that, "He had gone above and beyond the call of duty to assist these homeowners."

On May 3, 2000, Peter Michel, President & CEO of Brink's Home Security presented David Maikell with Brink's Life Saver Award. David is very appreciative of both awards but noted, "Most security technicians would have done the same thing. I was just in the right place at the right time to be singled out. I am proud to accept this award."

### TBFAA Board of Directors

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# TBFAA UPDATE

## ***Urgent Request for TBFAA Members***

Please send us your e-mail address and any updates to your company and/or contact information. You may fax your updates to (972) 871-3338 or e-mail them to [secretary@tbfaa.org](mailto:secretary@tbfaa.org). The TBFAA and NBF AA want to disseminate information electronically whenever possible as an additional communication tool. Your assistance is greatly appreciated.

## ***Tell us your news . . .***

The "TRANSMITTER" is your newsletter. We want your stories and news updates. If you want to highlight a new employee or a special function, let us know! If you want to submit an editorial, we want to hear from you! Please help us to spread your news to the rest of the membership so we all keep up with the latest and greatest that impacts our lives!

## ***New Practical Fire Alarm Installation Course***

Training Director Gary Dawkins became certified to teach the new NBF AA Fire Alarm Install Methods course on Aug. 11, 2000. He will soon choose seven potential instructors from around the State of Texas to attend a two-day training class for this new course. Once the class is completed, each instructor will then be required to act as a student teacher for a course before being considered fully certified.

Dawkins noted that this new course uses a "hands on" method of teaching. "It is a very effective method of instruction and students will be just that much more competent and confident upon completing the course," he shared.

6

## **WELCOME TO TBFAA!**

### **Ramon Hill and Powell Protection Systems**

Powell Protection Systems, Inc. was approved as the newest member of the TBFAA in the Aug. 8 meeting of the TBFAA Board. Powell Protection Systems, Inc. is located in Carrollton, Texas. The company provides primarily wireless and hardwired residential security and home automation, as well as commercial security services. Ramon Hill, co-owner of the company, has become very active in the North Texas Alarm Association (NTAA) in the past year and will serve a second term as Secretary of the NTAA beginning Oct. 1, 2000. Hill is also serving as the NTAA Board Member to the TBFAA Board of Directors.



**Ramon Hill (left) with Powell Protection Systems and Nathan Bryant, Membership Chairperson**

### **Ray Coppock and Co Serve Security**

Co Serv Security, LLC also was approved as a new member by the TBFAA Board. Co Serv Security, LLC is located in Corinth, Texas. The company primarily offers hardwired commercial security and fire services with new construction security systems representing 30 percent of business. Ray Coppock is the company representative to the NTAA and TBFAA.



**Ray Coppock (left) and Nathan Bryant**

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# From Coast to Coast

## ***SIA's PIR Motion Detector Standard approved by ANSI; Association calls it a "monumental milestone"***

*Alexandria, Va.* — The Security Industry Association (SIA) announces that the American National Standards Institute (ANSI) has approved the release of SIA's "ANSI/SIA PIR-01-2000 -- Passive Infrared Motion Detector - Features for Enhancing False Alarm Immunity (old designation PIR-01-1994.12 [R1999.04])" as a new ANSI standard. ANSI/SIA PIR-01-2000 details the recommended features for passive infrared detector technology to reduce the incidence of false alarms in security systems. The immunity to environmental causes of false alarms has been greatly strengthened.

SIA also announces that ANSI has approved the release of SIA's ANSI/SIA CP-01-2000 SIA Control Panel Standard - Features for False Alarm Reduction (new standard) as a new American National Standard. "None of the SIA standards developed to date have received so much attention and interest from so many contributors as CP-01," said Ron Spiller, executive director of SIA. "The revised control/communicator standard is the cornerstone of the security industry's efforts to reduce false alarms through improved equipment performance." Spiller credits Jim Stevens of Caddx Controls, chairman of the panel standards subcommittee, for much of the effort it took to complete the standard. An updated copy of the standard may be found at <http://www.siaonline.org/>.

## ***CSAA teams with ChoicePoint to offer standard pre-employment screening through its Web site***

*Vienna, Va.* — The Central Station Alarm Association (CSAA) has signed an agreement with ChoicePoint Services, Inc. to offer a new service to the alarm industry in the pre-employment screening arena through CSAA's Web site (<http://www.csaaul.org>). Per the agreement, ChoicePoint has tailored a package to the alarm industry, offering three levels of pre-employment screening — from basic screens for entry-level personnel to comprehensive background checks for high-level and sensitive positions.

8

The Hire Screen section of CSAA's Web site will also provide subscribers with the flexibility to select other services, such as drug screening. Through ChoicePoint, a comprehensive background check can usually be delivered within three to four days. "Until now, there has been little standardization of the screening of employees," explains Stephen P. Doyle, executive vice president of CSAA. "We believe subscribing to ChoicePoint will raise the bar for pre-employment screening to a higher level than we have had before, befitting the confidential nature of our business." ChoicePoint is a provider of decision-making intelligence to businesses, individuals and government agencies.

## ***SAI's high standards earn IQ certification***

*Arlington Heights, Il.* — Security Associates Intl. Inc. (SAI), a leading wholesale alarm monitoring company, announces that it has been certified by the Installation Quality (IQ) Board as a provider of electronic security and life safety systems. The board is comprised of police and fire officials, experts from the insurance industry and the state regulatory community, as well as technical professionals in the alarm industry appointed by the National Burglar and Fire Alarm Association. IQ Certification is granted based on stringent technical and customer service standards of quality and false alarm reduction. "SAI's certification by the Installation Quality Board allows SAI to support all IQ Certified Installing Dealers by providing them with central station service geared toward reducing false alarms," says Ron Carr, senior vice president and COO of SAI.

## ***TEEX registering attendees for telephony seminar***

*College Station, Tx* — The Texas Engineering Extension Service (TEEX), a division of the Engineering, Utilities and Public Works Training Institute of the Texas A&M University System, announces that registration is under way for its "Telephone Eavesdropping and Detection" seminar program. The program will take place Oct. 16-20 at the Texas A&M University Riverside Campus in Bryan, Texas. This program is one in a continuing series of seminars promoted by TEEX and is expected to draw attendees from both the telecom and security industries. For more information, or to register for a class, contact TEEX at 1-800-645-0686 or (979) 845-6575.

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**Couldn't make it to ISC?** Learn about the hot new products that ADEMCO had on display at ISC New York by clicking on <http://www.ademco.com/features/ISCNY.htm>.

**DSC introduces Envoy**, a self-contained wireless security system that incorporates a Family Message Center, audio voice prompts and responses, audio-assisted "Flash" installation programming, one-touch function keys, 32 fully supervised zones and much more. Another new DSC system is MAXSYS. The new MAXSYS Integrated Security System (v.3.2) now supports lobby telephone access control, a two-way RS-232 port, wireless communications, 15-station intercom, multiple wireless receivers and much more. For additional information about MAXSYS' features, call 1-888-888-7838 or visit <http://www.dscgrp.com>.

### **Universal Security Instruments recalls 34,000 faulty smoke alarms following three incidents**

**Washington, D.C.** — The Associated Press reports that Universal Security Instruments (USI) of Owings Mills, Maryland, is recalling about 34,000 smoke alarms that can fail to go off when smoke or fire is present. In addition, an electrical part in the device is susceptible to burning out, releasing smoke and melting the cover. The company has received three reports of alarms failing and/or releasing smoke, and one report of minor smoke damage to a mobile home wall, the Consumer Product Safety Commission reports. The recalled units include the Safe T Alert Model SA-785; Universal Models SS-795 and SS-785; and USI Electric Model USI-1203. Electrical distributors, housing suppliers and hardware stores sold these smoke alarms nationwide from April 1998 to June 1999. Most of the products were pre-installed in homes during construction. For more information, call USI at 1-800-390-4321.

### **CSI/SPECO gives ADI its 'Growth and Support' honor**

**Melville, NY** — ADI has been named the recipient of CSI/SPECO's Growth and Support Award for 1999-2000. CSI/SPECO recognized ADI, which it has worked with for more than 15 years, for its efforts in expanding sales in both the commercial and residential marketplaces. In 1999, ADI doubled its sales figures with CSI/SPECO from the previous year, and, in 2000, that figure is expected to be boosted by another 25 percent. CSI/SPECO provides sound, security, CCTV and electronic accessories to tens of thousands of residential, commercial, industrial, educational and municipal applications worldwide. ADI is North America's largest wholesale distributor of security and low voltage products.

**ADEMCO Video's Rapid Eye Multi** is the long-term digital video storage system that delivers remote access to live and recorded video. Find out more at [http://www.ademco.com/features/RapidEyeMulti3\\_adv.htm](http://www.ademco.com/features/RapidEyeMulti3_adv.htm).



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## FALSE ALARM PREVENTION TOPIC OF THE MONTH

### *Defining Responsibilities = False Alarm Reduction*

Every alarm company employee needs to understand his or her responsibilities. Defining the responsibilities of the installing companies and the central stations will help reduce false dispatches.

#### **Installing alarm company responsibilities**

- Use quality equipment that incorporates false dispatch reduction features.
- Examination of the environment by the sales representative and the installer before installing alarm systems to prevent unnecessary false dispatches
- Establish standard installation practices.
- Train installers using in-house or association false dispatch training programs.
- Train customers on system features.
- Train customers on various procedures they will need to know to avoid false alarms.
- Educate the customer on the alarm ordinance in their town by making them aware of registration/permit requirements, as well as any fines they may accrue.
- Coordinate with central station on problem customers.
- Call customers to follow-up after an activation and take the opportunity to update/verify that customer's records.
- Recommend service contacts and schedule.

- Complete service calls by the alarm company when needed.

#### **Central station responsibilities:**

- Establish false alarm reduction goals.
- Measure false alarm statistics and share them with the alarm dealers.
- Identify your problem customers.
- Identify dealers whose false dispatch rate is higher than your goals.
- Enact and enforce a verification policy.
- Establish a cancellation procedure with authorities.
- Establish an action plan with the dealer.
- Maintain close contact with:
  - Installing companies.
  - Problem customers.
  - Dispatch authorities
- Know the dispatch/permit requirements of each jurisdiction in which you dispatch.

Each employee has a small part to contribute in the overall false alarm reduction plan. If every employee understands his/her role, and is held accountable, your company goals are attainable.

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## NBFAA News

The National Burglar and Fire Alarm Association  
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National Training School - 1-888-702-1687

### Massachusetts association aligns with NBFAA

The Board of Directors of the Massachusetts Burglar and Fire Alarm Association (MBFAA) has voted to reaffiliate with the National Burglar and Fire Alarm Association, bringing the number of NBFAA state associations to 40. "The MBFAA board believes very strongly that joining NBFAA as an Affiliated Alarm Association is a good fit for our association. We are very pleased to be taking this positive step forward," says David Duval, president of MBFAA and Protective Services Inc. in Lunenburg, Mass. MBFAA is the first state to join NBFAA as an Affiliated Alarm Association (AAA), a new state association category designed by NBFAA in 1999 to encourage NBFAA affiliations in all 50 U.S. states.

### NBFAA, AlarmX.com form strategic alliance

NBFAA announces the formation of a strategic alliance with AlarmX.com, an Internet marketplace and resource center for the alarm, low voltage, systems integration and electronic systems industries that will provide NBFAA members with access to online ordering capabilities, as well as AlarmX.com's tools, content and services. Through the arrangement, NBFAA members can register with the site to conduct various business functions via the Internet. The site supports all existing pricing relationships and other arrangements negotiated between dealers and suppliers, and facilitates the delivery of the NBFAA's services to its members.

"Because of the AlarmX.com capabilities, our members have access to ordering, information and services 24 hours a day. This is the major step forward into the Internet Age," says Bart Didden, NBFAA president.

### NBFAA Fall Conference - New York

The fall NBFAA Conference and ISC East Trade Show achieved great success. Each NBFAA committee meeting was well-attended and *busy*. The Board of Directors and Chartered States Association (CSA) meetings were lively and *busy*. The key word here is 'busy'. Your state and national leadership worked hard to address issues that affect us all and updated each other with information and ideas that will strengthen the security industry and help you grow your business. Decisions were made that will make 2001 a banner year in many arenas.

The Government Committee will continue to monitor the PUC issue and the electric deregulation issues, as well as municipal monitoring changes. There will be continued effort to enlist support from the National Association of Security and Investigative Regulators for a narrowly interpreted federal proposal for alarm monitoring companies. This proposal concerns recognition of licensing and training across state lines for monitoring representatives only. If the proposal is rejected at the NASIR meeting in November in Orlando, Florida, the committee will ask NASIR to not actively fight/oppose it.

The False Alarm Committee will continue to work on expansion of the False Alarm Network and the Dealer Workshops through 2001. The biannual review of the Model Ordinance will begin on Jan. 1, 2001, and be completed no later than Feb. 28, 2001. Any suggestions or concerns need to be forwarded to the NBFAA staff no later than Dec. 31, 2000. Anyone that would like to participate on the Model Ordinance Review Sub-committee should contact the NBFAA staff ASAP.

The Alarm Industry Research and Education Foundation (AIREF) gave full approval to the 2001 CAREII proposed budget and Plan. The goals of CAREII will focus on continuing Summit and Dealer Workshops, as well as identifying other ways to encourage dealer outreach, education and participation in false alarm reduction efforts. November was declared as the annual False Alarm Prevention Month and all major industry publications will promote false alarm reduction this November.

NBFAA past president, Dan Jacquish presented an Electronic Security Industry Association Unification Plan to several committee meetings. The overall plan has met with the approval of national companies and many dealers, vendors, and manufacturers. Simply defined the Plan calls for the unification of the three major industry associations: NBFAA, CSAA, and SIA. Each association has unique strengths, however, efforts are duplicated in many areas. This seems to be a terrible waste of effort, talent, and manpower that could be channeled more effectively. There was a lot of discussion about this bold proposal and work will go forward in an effort to make it a reality.

## NBFAA Board Actions

### • NBFAA Regulatory Action Committee

This committee will take appropriate action where state, local or administrative bodies have enacted, or are threatening to enact, legislative, administrative and/or regulatory controls that adversely affect consumers of our products and services, our members and/or our industry. However, this committee will only be convened when all local and state efforts have been explored and exhausted and assistance is requested by that CSA. The committee will determine where, when and how any required action is funded and implemented.

### • National Training School (NTS) Restructuring

Due to continued absence of involvement and support of the NTS by the Security Industry Association (SIA) and the Central Station Alarm Association (CSAA) as an industry supported endeavor, SIA and CSAA will no longer be listed as a co-sponsors of NTS and will no longer have seats on the Education and Training Committee.

### • Chartered States Obligations

As some CSA's are not actively participating in NBFAA activities and do not utilize NBFAA sources, a concerted effort will be made to encourage more active participation. Many times there are companies needing resources and support that do not know that the NBFAA has answers to their needs. Why 'reinvent the wheel' when others in the industry have already faced these issues and developed proven strategies?

### • Long Range Planning and the 2000/2001 budgets

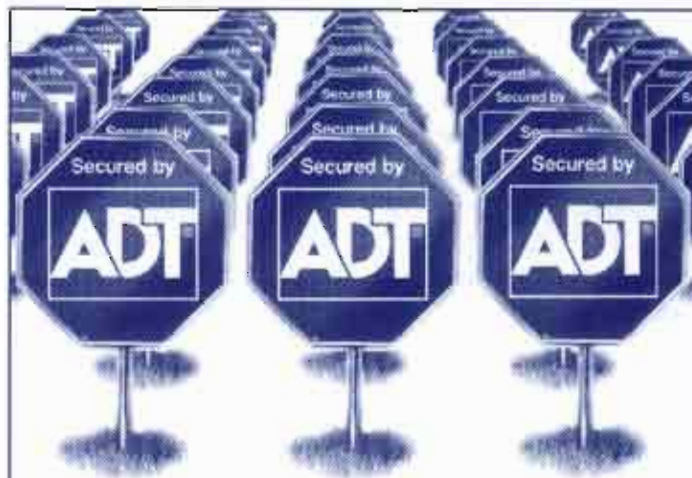
An interim plan was approved pending a Board teleconference and vote, no later than Nov. 1, 2000, to ratify the actual and future budgets after they are amended, audited and approved.

### • False Alarm Reduction Committee

This committee received approval of two documents that will enhance the Model Ordinance. The first is a white paper explaining the types of billing and tracking cycles that municipalities can set up for permits and false alarms. The second was a compendium that assists municipalities and the industry in effective ways to present a false dispatch reduction ordinance for approval and passage in their municipality.

### • Regulator of the Year award

This new award will be presented annually to recognize significant contributions and outstanding performance by a regulator of the electronic industry who has had a positive impact on the industry and the NBFAA through cooperation and participation.



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Interested in learning more about ADT's Authorized Dealer Program? If so, call us today.



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## ADI EXPO

**Oct 5, 2000**  
**Dallas, Texas**

**Call 972/402-8612**  
**For Details**

## STATE FIRE MARSHALL CHANGES LICENSING EXAM

A change by the State Fire Marshall's Office will separate the examination process from the licensing process for exam participants, which will simulate an independent testing source. The transition will become fully effective Sept. 1, 2000. The following changes were implemented to expedite the examination function and, ultimately, the receipt of a license.

### Examination Pre-requisites

- Anyone may take the examination(s)
- ANY examination may be taken on ANY scheduled Wednesday

### Procedure changes

- A new examination application form must be completed and submitted
- The examination application must be received more than 10 days before the selected exam date
- The applicant must submit the test results with the license application
- The test results are only good for one year

The State Fire Marshall's Office is statutorily responsible for the testing and licensing of individuals engaged in

various fire safety and fireworks industry occupations. ANY person will be able to take examinations relating to fire extinguisher, fire alarm sprinkler system installation or the fireworks industry without submitting a license application. If the person decides to apply for a license, he/she will submit the test results with the license application. Upon seeking employment, prospective employers will know that applicants are sufficiently familiar with the codes to continue the practical training provided by the firm.

In order to expedite the taking of tests, the State Fire Marshall's Office is exploring means to allow licensing examinations to be taken in all areas of the state.

### NOTE:

- Examination fees are still non-refundable
- Examination fees are still non-transferable

Additional information and the new exam application are on the Internet at [www.tdi.state.tx.us](http://www.tdi.state.tx.us). Click on the red "Fire Marshall" and then click on the blue "Licensing Administration". You may also call the State Fire Marshall's Office at (512) 305-7900 or fax the office at (512) 305-7910.

14

## NEW PROGRAM OFFERED TO TBFAA MEMBERS

Our association is continually looking for ways to offer a set of value-added services geared toward enhancing your bottom line. With this in mind, we are pleased to announce that we have found an efficient, cost-effective way for our members to process Visa and MasterCard transactions.

The joint card program we negotiated enables you to receive:

- Visa and MasterCard Discount rate of only  
Card Swiped Rate 1.98% + .20 per item  
Mail/Telephone Order 2.46% + .20 per item
- On-line debit card processing
- Internet Processing
- American Express, Discover, Diners Club and Carte Blanche authorizations
- Funds electronically deposited in your local bank
- A low monthly maintenance fee, which includes unparalleled customer service, including assistance with statements and balancing batches
- Ability to earn interest on your credit card deposits with the Interest Bearing Account
- Check Services available.

In reviewing this program with a focus group of existing members, we found that the savings through this member-only program could, in some cases, offset a substantial portion of their association dues! Through our contract with First of Omaha, we can provide a truly low rate with great service and no application fee for 90 days.

First of Omaha Merchant Processing, a wholly owned subsidiary of First National Bank of Omaha, has been awarded the Visa and MasterCard processing endorsement for the Texas Burglar and Fire Alarm Association. First of Omaha has processed credit card transactions for merchants since 1953 as one of the nation's largest credit card processors.

We are convinced First of Omaha provides the low rates, quality products and superior service our members deserve. I encourage you to take advantage of this program and the ability to enroll at no cost for 90 days. To compare this money-saving program to your current processing plan, you may reach, Kimberly Bonzeclair, at 1-800-265-7487.

*Sincerely,  
Rex E. Adams*



### LEVEL 1 CLASSES - 2000 PLANNER

February 17 - 18	San Antonio	
March 9 - 10	Houston	
April 20 - 21	Dallas	
May 11 - 12	El Paso	
June 1 - 2	Corpus Christi	Gary Dawkins
July 13 - 14	Dallas	210 / 545-3320
August 16 - 17	Lubbock	Leroy Burlison
September 7 - 8	Houston	877 / 908-2322
October 19 - 20	Dallas	
November 2 - 3	San Antonio	
December 7 - 8	El Paso	

#### FOR INFORMATION CALL:

This training program, provided by TBFAA in conjunction with the NBFAA's National Training School, is a certified, nationally recognized training program approved by the Texas Commission on Private Security (TCPS), License #0100. This 20-hour course meets TCPS's requirements for installers and salespersons.

This new upgraded course is designed for staff and business owners who have been in the industry for at least three months. The program provides an overview on the theory, installation and maintenance of alarm systems. Topics include:

- \* Introduction
- \* Basic Electricity
- \* Standards
- \* Perimeter Detection
- \* Space Detection
- \* Fire Systems
- \* Control Panels
- \* Communications
- \* CCTV
- \* Job Planning
- \* False Alarm Prevention

#### Course TBFAA Members Non-Members

Level 1 Lite Package  \$99  \$199  
 \* Includes course and use of manual for class, exam, certification sent to State Board.

Level 1 Deluxe Package  \$195  \$295  
 \* Includes everything in Level 1 Lite package PLUS Personal NTS certificate, NTS patch and Identification Card and your own Reference Manual.

**Can't make these classes?** TBFAA will provide courses on demand for any company, chapter or group of dealers that request a course be given in their locale, provided the class is a large enough size or because of some other special consideration. Call Gary Dawkins at 210 / 545-3320 for more information.

**Cancellation Policy:** Written cancellation at least 10 days prior to first day of course - 100% of registration refunded. Written cancellation less than 10 days prior to first day of course receive credit of 50% of paid fees to future course taken within the next 6 months.

## TBFAA Training Registration Form

### Course Information

Please indicate which date you plan to attend:

Level 1 Training Course City: \_\_\_\_\_

### Attendee Information

Name \_\_\_\_\_

Social Security # \_\_\_\_\_

Title \_\_\_\_\_

Training Contact \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ FAX \_\_\_\_\_

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Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_ / \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Cardholder Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Signature \_\_\_\_\_



## Data shows fire deaths fell 11 percent in 1998

The National Fire Protection Association has released its latest findings on fire losses in the United States, showing fire deaths decreased again, to 3,570, an 11 percent decline from 1998. About 80 percent of all fire deaths continue to occur in the home, while 70 percent of all structure fires take place in homes. While much of the data released was encouraging, the overall number of reported fires in the nation rose slightly to 1.8 million, or four percent. Every 17 seconds, a fire department responds to a fire somewhere in the country, and every 85 seconds there is a home fire. For more information, call (617) 984-7275 or visit <http://www.nfpa.org>.

## The NFPA Building Code Technical Correlating

Committee has voted to release the draft of NFPA 5000, the first building code to be developed using the ANSI open consensus process. When finalized, the NFPA Building Code™ will round out the organization's Consensus Codes™ — a full set of codes for the built environment. "Publication of the draft is an important step forward in the development of a building code that is grounded in true consensus," says George Miller, NFPA president. "This significant achievement is the result of hard work from NFPA volunteers, representing a wide variety of interests, who serve on the Building Code Technical Correlating Committee." Public proposals to changes to the draft must be received by NFPA no later than 5 p.m. (ET) on Nov. 9. All interested parties may review and provide input to the draft code via the Internet at <http://www.buildingcode.nfpa.org/> or by contacting NFPA's Codes and Standards Administration Office at (617) 984-7246.

## Bielen addresses questions about standards

Richard Bielen, the NFPA's chief systems and applications engineer, recently addressed questions raised by the announcement earlier this year that NFPA would begin writing a code that could regulate the security industry with "premises security standards".

While there are many specific standards promoted by organizations throughout the security industry, "there are no overall standards that deal with premises," Bielen says. "We'll be looking at (commercial) occupancy to decide what type of security a building should have." Issues such as the need for closed circuit television, card access, parking lot lighting, or a full-fledged security force will be considered.

However, the NFPA does not intend to dictate how recommended security systems should be installed, Bielen says. "That's where there's a lot of confusion. We'll be looking more at the broad, overall security program for premises and not the installation of equipment."

That's exactly what industry representatives want to know, says Ron Spiller, executive director of the Security Industry Association (SIA). In the association's June newsletter, Spiller noted the lack of specific information from NFPA about the project, "... even though an initial issue of an NFPA 'premises' standard might deal only with parking lot lighting, TV cameras and better door locks ... will subsequent revisions cover control panels, motion sensors, electronic access control and communications protocol? Would we get a chance at that time to say: 'Halt?'"

The NFPA's process will likely take up to three years to complete, Bielen explains. All NFPA meetings are open to the public, and all project drafts are available for public comment.

Spiller contends that the industry's main concern is that the NFPA won't recognize security standards that already exist and will instead write another set of conflicting standards. "Why reinvent the wheel?" Spiller questions. SIA plans to work with NFPA to ensure that standards duplication won't occur. Spiller noted that security codes for commercial buildings would increase business and advance the professionalism of the industry. "After all, plumbers and carpenters have to comply with building codes and that hasn't slowed the construction industry."

In a National Burglar and Fire Alarm Association meeting earlier this year, then President Dan Jacquish stated, "We will work closely with the NFPA and where applicable we will urge them to reference currently approved industry standards within their standard, rather than writing new ones." He appealed to all NBFAA members to get involved with the NFPA and become members where appropriate. Jacquish pointed out that only NFPA members would have the right to vote on the final product. "If we work together to create a strong and reasonable standard, we will all benefit."

## NTAA Board

**President**  
**Rex E. Adams**  
 American Security Devices

**Vice President**  
**Kathleen Schraufnagel**  
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**Secretary**  
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**Director**  
**Nathan Bryant**  
 Sentinel The Alarm Company

**Directors Emeritus**  
**James Jack**  
 American Security Devices

**Vance Corso**  
 Vanco Protection Services

Membership meetings  
 are conducted every third  
 Wednesday at the  
 Knights of Columbus Hall  
 in Farmers Branch  
 near ADI.

### NTAA to host first Dealer Workshop

On Oct. 11, 2000, the first Dealer False Alarm Workshop will be held in Texas as part of the NBFAA/AIREF Coordinated Alarm Reduction Effort (CARE). CARE Coordinator Stan Martin will present this interesting and informative workshop, which has already been successful in 17 cities across 10 states this year (there are currently 12 more cities in 11 additional states scheduled by the end of the year). This workshop will be in conjunction with the NTAA monthly membership meeting at the Knights of Columbus 5052 Hall, 2280 Springlake Rd., Suite 100, Farmers Branch, TX 75234 (located next to ADI). It will begin at noon and last until approximately 2:30 p.m. Lunch will be provided.

### Sgt. John McCaghren Dallas Police Department

The guest speaker for the July NTAA meeting was Lt. Roger Hester of the Inspection Unit of the Dallas Fire Department. Lt. Hester gave an overview of the Fire Alarm Permit and Plan Review Procedures for the City of Dallas. He introduced the new Senior Fire Protection Engineer, Jay Laucks. He also brought two other individuals from his office to answer any questions NTAA members might have; Derek Cherry who does fire plan review and La Tonya Webster, assistant fire protection engineer. Section Chief Cindy Michaels was also in attendance. Chief Michaels oversees the Fire Alarm Permit and Plan Review Unit. One of the major concerns to members is the need for clear communication of changes in procedure. Many times the industry is not aware of a change until someone tries to get a permit or have a plan reviewed. Lt. Hester assured the NTAA that a reliable communication system was now in place and there should be no further unexpected "surprises" when doing fire business in Dallas. *Editors Note: If any of our readers, would like a copy of the presentation, call Kathleen Schraufnagel at (972) 871-3807.*

In August, the guest speaker was Dallas Alarm Unit Coordinator, Sgt. John McCaghren. Sgt. McCaghren reviewed some false alarm statistics advising the NTAA membership that the false dispatches have decreased in the last five years from 140,000 in 1995 to 87,000 in 1999. The reduced incidence of false dispatches has resulted in the reduction of necessary alarm unit staff. The Unit has gone from six officers, each doing 40+ conferences a month in 1995 to four officers doing significantly fewer conferences in 1999.



However, the number of valid alarm permits has remained at around 76,500 per year. With approximately 35,000 new housing starts in the Dallas area in the past year alone, it can only be assumed that a significant number of alarm users are without valid permits (especially since a large number of these new homes are in the City of Dallas proper). An alarm user can be fined up to \$700 for operating an alarm system without a valid alarm permit. The permit must be active before the system is put online.

# North Texas Alarm Association

Sgt. McCaghren noted that the number one complaint from customers who have false alarm and permit problems is the fact that they do not know what company is servicing and monitoring them. This is due to acquisitions being completed with inadequate customer notification. Many times customers do not even know they are still being monitored until they are summoned for an alarm conference because they never even get a verification call at the time of the alarm!

Sgt. McCaghren closed his presentation with a Q&A session. One dealer expressed appreciation for police assistance in helping convince a customer to allow service on an alarm unit. Another expressed appreciation for the opportunity to provide additional training to a customer that was having difficulty using the system, but would not work with the alarm company to resolve the issues. There was also a request to be able to work with the alarm unit with regard to what days the security company must attend the conferences. Sgt. McCaghren advised that the officers will try to accommodate the company whenever possible, but that they have found it is easier to ask the company to schedule around the conference date than to ask the customer to do it.

## Successful tournament brings fun to North Texas

On Friday, Aug. 18, 2000, the NTAA held a Golf Tournament/Fund Raiser at Buffalo Creek Golf Course in Rockwall, Texas. The day was clear and hot, but the light breeze made the morning game pleasant. Sixteen teams teed off for the shotgun start at 8 a.m. and the last team came in for lunch at 1 p.m. During lunch awards were presented to the winning teams. There were also five prizes given for closest to the pin and longest drive. Ken Cabler from LiteCom / ADI donated two sets of foursome tickets to future Rangers games that were used in a lunchtime raffle. See page 20 for individual and team winners of the tournament.

A special thanks goes out to all our vendors that participated in this golf tournament or donated products and prizes. We would particularly like to recognize Hypergraphic Impressions for the great signs they always provide for our hole sponsors! Please take time to thank these companies for their unflinching support of our association!

## NTAA CALENDAR OF EVENTS

NTAA General Membership Meetings are normally held on the Third Wednesday of each month from 11:30 a.m. to 1:30 p.m., at the Knights of Columbus 5052 Hall, 2280 Springlake Rd., Suite 100, Farmers Branch, TX 75234; 972/247-9836

- |              |  |
|--------------|--|
| September 20 | Membership Meeting   |
| September 23 | Jail-N-Bail<br>False Alarm Fundraiser<br>Plano Balloon Festival                  |
| September 25 | NTAA Board Meeting   |
| October 11   | Membership Meeting<br>11 a.m. - noon<br>False Alarm Workshop<br>Noon - 2:30 p.m. |
| October 25   | NTAA Board Meeting   |
| November 15  | Membership Meeting   |
| November 22  | NTAA Board Meeting   |
| December 9   | NTAA Christmas Party   |
| December 13  | NTAA Board Meeting   |

## A Special Thanks for Our Vendors

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Napco Security Systems  
Texas Systems Supply, Inc.  
Tri-Ed Distribution, Inc.



# Capital Area Burglar and Fire Alarm

Capital Area Burglar and Fire Alarm Association

P.O. Box 14791

Austin, Texas 78761

## President

Charles Neuenschwander  
Allsafe Security, Inc.  
Phone: 512-990-9000  
FAX: 512-997-9003

## Secretary/Treasurer

Carolyn Gray  
Strike Pro Tech, Inc.  
Phone: 512-834-2272  
FAX: 512-834-2183

## Vice President

Lyle Duncan  
Master Burglar Alarm  
Phone: 512-452-8589

## Associate Director

David Wilson  
ADI  
Phone: 512-926-4225

## NTAA WINNERS SCRAPBOOK



1st place low gross  
Tri-Ed Distribution, Inc. Team



2nd place low gross  
Carter Cabling & Security Products



3rd place low gross  
BMA Systems, Inc. Team



1st place low net  
Brink's Home Security, Inc. Team



On your mark...  
Get set...  
GO!



2nd place low net  
DSC Team

Just  
Another Day  
at the  
Office!



3rd place low net  
LiteCom / ADI

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**OCTOBER**

- 5 TBFAA Board Meeting  
Dallas
- 5 ADI Expo -- Dallas
- 10 GSAA Monthly  
Membership Meeting
- 11 NTAA Monthly Membership Meeting -  
- 11 a.m. - noon
- 11 NTAA Dealer False Alarm  
Workshop -- noon - 2:30 p.m.
- 19 GSAA Third Thursday  
CEU Training Class
- 19-20 Level 1 -- Dallas
- 25 NTAA Board Meeting
- 28 Fire Prep - San Antonio

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**NOVEMBER**

- 2-3 Level 1 -- San Antonio
  - 14 GSAA Monthly  
Membership Meeting
  - 15 NTAA Monthly Membership Meeting -  
- 11 a.m. - noon
  - 18 Fire Prep -- Dallas
  - 20 NTAA Board Meeting
- 

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**DECEMBER**

- 2 Fire Prep -- Houston
  - 7-8 Level 1 -- El Paso
  - 9 NTAA Christmas Party  
and Monthly Meeting
  - 12 GSAA Monthly  
Membership Meeting
  - 13 NTAA Board Meeting
  - 21 GSAA Third Thursday  
CEU Training Class
  - TBA TBFAA Board Meeting
-



## Greater San Antonio Alarm Assoc

Greater San Antonio Alarm Association  
P.O. Box 23280  
San Antonio, Texas 78223

### President

JD Benfer  
United Central Control, Inc.

### Vice President

Bill Parsley  
Dispatch Center, Inc.

### Secretary/Treasurer

Sandra Barton  
Security One, Inc.

General membership meetings are normally held on the second Tuesday of each month from 11:00 a.m. to 12:30 p.m., at Martha's Mexican Restaurant, Thousand Oaks and 281 North. (210) 945-0393

Third Thursday CEU Training is a series of eight-hour training sessions conducted at various distributor locations in the even-numbered months of the year. One or more manufacturers present these classes. Each eight-hour class is \$20 per person and include lunch. The one-day class satisfies the CEU requirements for two years.

Gulf Coast  
Burglar and  
Fire Alarm  
Association

## Gulf Coast Burglar and Fire Alarm Assoc.

Gulf Coast Burglar and Fire Alarm Association  
203 Link Road  
League City, Texas 77573

### President

Richard D. Via  
D&N Services, Inc.  
Phone: (281) 488-5403  
FAX: (281) 338-4713

*Houston (AP)* - The Gulf Coast Alarm Association has announced the 6th Annual GCBFAA Fall Golf Classic date. Golf committee chairpersons Danny Cranford and Jay Piper have arranged to have the Classic at one of Texas' finest golf facilities, LONGWOOD. We have the course reserved and will be ready to go on Nov. 1. The GCBFAA is a big supporter of the TBFAA and hopes that all alarm companies across the state will consider participating in the tourney.

This year, an unusual two-man scramble format is being implemented and everyone is looking forward to the event. Call Danny at (713) 861-9418 or Jay at (713) 680-9050 to reserve your spot or to have an information packet sent to you.

Presidential hopefuls, Al Gore and George Bush, had requested that the GCBFAA Golf Classic be held after

the November election in order for the voters to focus on what they felt were more important issues. However, the GCBFAA Board felt that the business of Texas' Alarm Dealers was far more important than the fall election. This reporter would also like to add that he does not work for the New York Times and is actually a pretty decent guy!



**We're going to the Gulf Coast Tournament at Longwood. Come join us . . .**



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