Current Smoke Alarms Pass Life-Saving Tests!

A report from the Commerce Department's National Institute of Standards and Technology states that both types of commercially available home smoke alarms -- also called smoke "detectors" -- consistently provide people enough time to escape most residential fires. It stressed the need for immediate response to an activated alarm and showed that people caught in a flaming fire -- as opposed to a smoldering fire -- have an average of three minutes from an alarm's first warning to escape.

"The three-minute escape window for flaming fires differs from the 17 minutes NIST recorded in its seminal smoke alarm tests in the 1970s," said Richard Bukowski, the NIST researcher who conducted both studies. "It confirms what fire scientists have recognized for some time: Fires today seem to burn faster and kill quicker because the contents of modern homes, such as furnishings, can burn faster and more intensely.

Continued on Page 12

Convention Hotel & Golf Course Selected!

Plan to join us in Waco for our annual convention at the WACO Convention Center, stay at the Clarion Hotel and

Continued on Page 6

Web Site Updated!

The TBFAA web site has been updated with a new format and additional information. Visit www.TBFAA.org

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Join TBFAA Today!
Visit tbfaa.org for more information

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Southwest Dispatch Center, LP
254 E. Arapaho Rd. Suite 180
Richardson, TX 75081
License B05864

1.800.683.6773
www.southwestdispatch.com
Direction!

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives.

William A. Foster

I was recently asked if TBFAA was still the “burglar & fire alarm” association. The questioner posed the question as a challenge to our commitment to fire protection. My initial reaction was of course - our members and our association are as concerned about protecting the public from fire as we are about protecting them from burglary. We regularly consult with the fire marshal’s office and we place a great deal of our resources toward educating our industry on fire codes. But then I thought about the many choices our members have made in diversifying their businesses. In reality the number of companies that just do burglar and fire alarms are few. Access control, closed circuit television, structured cabling, audio, video, networking and telecommunications are but a few things in the arsenal of today’s dealers effort to prosper.

Recognizing this diversity does not diminish the commitment to quality service in each area shared by our members or our association, it does however increase the challenges we face. It means that we can no longer be just the burglar and fire alarm association. Our survival will be enhanced by continuing to offer our membership access to a diversity of products and information. The challenge for all of us will be to remember to take care of our initial focus as we expand into these relatively new areas.

I would like to hear from you on our future directions. Let me know the services you desire and where you would like your association to expend its resources because in the words of Professor Irwin Corey if we don’t change direction soon, we'll end up where we're going. Drop me a line at president@tbfaa.org.

Chip Bird

TBFAA Web Site Updated!

Continued from Page 1

- for more information. We have also added consumer information and revised the calendar of events, licensing and training information.

New Members Only Section

The new members only section includes information on local ordinances, association financial information and an expanded directory of services. In the expanded services directory members will find a listing of member service providers, associate members and monitoring companies. Each company now has it own page that describes the services they offer and how to contact them. Participating companies are also offering special offers to TBFAA members to save you dollars on the services they provide.

To access the members only section just click on the box at the top of any page and follow the instructions.
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 TRANSMITTER is published bi-monthly by The Texas Burglar and Fire Alarm Association, a Texas not for profit association.

For Advertising Information:
TEL: 877-908-2322
FAX: 877-908-2522
Brad Shipp, Editor

Submitted articles contained in this newsletter are the expressed opinions of the authors and do not necessarily reflect the opinions of the Officers, Directors, and Members of the TBFAA. The publisher of this magazine is not responsible for any errors or omissions in advertising or other advertising matters.

Editorial: Copy is due the 15th of each odd numbered month. Advertising: Space reservations due the 5th and artwork due the 20th of each odd numbered month.

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Amazon Alarm Systems, Inc.

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Austin, Texas 78723
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512-453-4886 fax
Branch Mgr. - Dave Cabrera

TSS Dallas
2639 Electronic Lane #101
Dallas, Texas 75220
214-350-2284 phone
214-350-5823 fax
Branch Mgr. - Joel Shewry

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11237 Pellicano, Ste. G
El Paso, Texas 79935
915-593-9600 phone
915-593-9603 fax
VP Sales & Customer Relations - Matt Green

TSS Houston-Central
600 N. Shepherd # 101
Houston, Texas 77007
713-864-9255 phone
713-864-2838 fax
Branch Mgr. - Chris Symmank

TSS Houston-North
789 Bradfield
Houston, Texas 77060
281-931-6460 phone
281-931-9144 fax
Branch Mgr. - David Golden

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Meridian Business Center Bldg. 2
4309 SW 21st Street
Oklahoma City, OK 73108
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405-680-9550 fax
Branch Mgr. - Robby Russell

TSS San Antonio
500 Sandau Ste #400
San Antonio, Texas 78216
210-377-3147 phone
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Taking Care of Texas & Oklahoma!

Your wholesale provider for:
• DSC
• Napco
• Caddx
• Silent Knight
• CCTV, Cable, Wire,
  Security/Fire Alarm Accessories
2004 Convention Schedule

Here is our tentative schedule for the 2004 convention.

Thursday October 14

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am</td>
<td>Golf Tournament</td>
<td>Golf Course -TBD</td>
</tr>
<tr>
<td>2 - 6 pm</td>
<td>Texas Leadership Forum</td>
<td>Ranger Museum</td>
</tr>
<tr>
<td>6 - 8 pm</td>
<td>Presidents Reception</td>
<td>Ranger Museum</td>
</tr>
<tr>
<td>8 -10 pm</td>
<td>Museum Tour</td>
<td>Ranger Museum</td>
</tr>
</tbody>
</table>

Friday October 15

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 - 11am</td>
<td>Exhibitor Setup</td>
<td>Convention Center</td>
</tr>
<tr>
<td>11am - 5 pm</td>
<td>Exhibits</td>
<td>Convention Center</td>
</tr>
<tr>
<td>Noon - 1pm</td>
<td>Lunch in Exhibit</td>
<td>Convention Center</td>
</tr>
<tr>
<td>9 -10:20am</td>
<td>Explore new markets - Internet Monitoring</td>
<td>Convention Center</td>
</tr>
<tr>
<td>9 -10:20am</td>
<td>Business Checkup- Do you have the proper insurance?</td>
<td>Convention Center</td>
</tr>
<tr>
<td>10:30 - 11:50am</td>
<td>Explore new markets - Home networking</td>
<td>Convention Center</td>
</tr>
<tr>
<td>10:30 - 11:50am</td>
<td>Business Checkup- Inspire your employees</td>
<td>Convention Center</td>
</tr>
<tr>
<td>1 - 2:50pm</td>
<td>Explore new trends - What is in store from the phone companies?</td>
<td>Convention Center</td>
</tr>
<tr>
<td>1 - 2:50pm</td>
<td>Explore new markets - GPS</td>
<td>Convention Center</td>
</tr>
<tr>
<td>3 - 5pm</td>
<td>Explore new markets - Remote video</td>
<td>Convention Center</td>
</tr>
<tr>
<td>3 - 5pm</td>
<td>Explore new markets - Internet Monitoring</td>
<td>Convention Center</td>
</tr>
<tr>
<td>6pm</td>
<td>Dine a rounds</td>
<td>Downtown Waco</td>
</tr>
</tbody>
</table>

Saturday October 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 -10:30am</td>
<td>Ethics Class</td>
<td>Convention Center</td>
</tr>
<tr>
<td>10:45 - 11:45am</td>
<td>Compliance Class</td>
<td>Convention Center</td>
</tr>
<tr>
<td>11:45am - Noon</td>
<td>Board Meeting</td>
<td>Convention Center</td>
</tr>
<tr>
<td>Noon - 3pm</td>
<td>Annual Meeting &amp; Lunch</td>
<td>Convention Center</td>
</tr>
<tr>
<td>3:15 - 5:15pm</td>
<td>Board Meeting</td>
<td>Convention Center</td>
</tr>
</tbody>
</table>

Join Us at the Ranger Museum

Continued from page 1

golf at the Bear Ridge Golf Course. The Waco Convention Center is in heart of downtown Waco at the corner of University Parks Drive and Washington Avenue. The center has free parking and is in easy walking distance of downtown shops and restaurants. Visit www.wacocvb.com for more information. The Bear Ridge Golf Course extends 7478 yards making it the second longest course in Texas and serves as the home course for the Baylor University Golf Team. Visit http://www.bearridge.net for more information. Our Texas Leadership Forum will be held in the Texas Ranger museum and the museum will remain open after the forum for the exclusive use of our attendees. The Clarion Hotel Waco also has free parking and a free shuttle to the convention center and other Waco attractions. Be sure to ask for the TBFAA rate of $69 per night, that includes a free hot breakfast and Wireless High-Speed Internet, when you call 1-800-ASK-WACO to make your reservations. Visit http://www.clarionhotelwaco.com for more information. See you in Waco!
Make Active Dialog with Police a Top Concern

By Bill Parsley

When was the last time you, the owner of an alarm company, or you the operations manager of an alarm company contacted the police departments where your systems are installed and asked them for a report on your subscribers?

Wait! Put down the tar and feathers, please. I am serious. I have been in the alarm industry for almost twenty-five years (albeit always in the Monitoring of your systems) and I have come across very few owners or ops managers who have an active dialog going on with the local police and fire departments.

Every dealer knows his systems are not causing that much of a problem. Every dealer knows that his sales force and installing crew are doing more than an adequate training of new users. Every dealer knows that all his commercial accounts have a person assigned to make sure all new hires who are given a code to their system are well versed in how the system work. Every dealer just knows this.

The proof is in the pudding, folks. Unless your company is allocating an hour or two a month to your police department/fire department personnel, then you may be way out of touch with what is going on with the systems your name is on.

I have spoken to the Alarm Unit Supervisor here in San Antonio (at our last South Texas Alarm Association Meeting, where he has been a regular attendance for the last six months) about the problems we are having in San Antonio. He told me that the locally owned and operated alarm companies are showing a marked improvement in the number of false alarms being generated in San Antonio. The owners and staff seem to have a "vested" interest in what is going on with their systems. The staffs of the national companies have a way to go in combating their false alarm situation. There seems to be a disconnect between what is portrayed in the advertisements we read and what reality really is.

I know that some of our national companies have spent a large fortune for the alarm industry over the past several years. I am aware that because of the man-hours that several people from Texas have put in, the alarm industry as a whole is in a much better position with the police and fire departments across the nation. Many valuable suggestions have been relayed to the industry from these folks. I am also aware that the high ideas and standards advocated in the conference and seminar rooms are not actually getting implemented in the homes and business of these alarm companies.

The cost of continuing to monitor and dispatch for a subscriber that refuses to allocate the funds to fix a problem with their system is too high! The profit from this system is eaten up by the perception the police and fire departments develop for your company. Then it's not just your company that suffers, but also the entire industry. I encourage each of you to do an analysis of your subscriber dispatches for the last sixty days.

How many could have been avoided if:

A. Repair had been authorized by the owner
B. Service personal were sent back to "retrain" the actual alarm uses
C. Your monitoring center called the location at least two times before dispatch, and then once more after the dispatch (at my company we cancel over 30% of our dispatches on this third call to the location)

The problem of False Alarms is slowing being solved by the Municipal Police Departments of the United States. They are going to one of the following:

A. No Dispatch without verification on site
B. No Dispatch on burglar alarm signals
C. Stiff fines when more than the allotted alarms are dispatched for a location

I for one prefer "C" to the other two options. I believe the public wants and deserves to have police response to their alarm systems, when the systems are kept in good working order and used by trained people. Unless we can start showing the municipal police and fire departments that we are attempting to rein in our "problem accounts" we are not going to make much further headway with them.

So, I ask again, when was the last time you or your operations manager had a heart to heart talk with your police and fire dispatch officials? Maybe you need to make it a Monthly meeting. Maybe you can get started on this road at your next monthly local Alarm Association meeting.
**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 Chip Bird, 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 $90,000 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.

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  
Dallas, TX 75229

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Thank you to Steve Davidson for donating 1/2 of his winnings from the NTAA 50-50 raffle to the PAC fund.
Protect Yourself from Identity Theft

There are a few easy steps you can take to protect yourself from identity theft. Follow the steps below and know you have done your best to prevent credit card theft and stolen identity.

Order a copy of your credit report from each of the three major credit bureaus once a year. By checking your report on a regular basis you can catch mistakes and fraud before they wreak havoc on your personal finances. Don’t underestimate the importance of this step. One of the most common ways that consumers find out that they’re victims of identity theft is when they try to make a major purchase, like a house or a car. The deal can be lost or delayed while the credit report mess is straightened out. Knowing what’s in your credit report allows you to fix problems before they jeopardize a major financial transaction.

Don’t give out personal information on the phone, through the mail or over the Internet unless you’ve initiated the contact or are sure you know who you’re dealing with. Identity thieves may pose as representatives of banks, Internet service providers (ISPs) and even government agencies to get you to reveal your SSN, mother’s maiden name, account numbers and other identifying information. Before you share any personal information, confirm that you are dealing with a legitimate organization. You can check the organization’s Web site as many companies post scam alerts when their name is used improperly, or you can call customer service using the number listed on your account statement or in the telephone book.

Guard your mail and trash from theft. Deposit outgoing mail in post office collection boxes or at your local post office, rather than in an unsecured mailbox. Promptly remove mail from your mailbox. If you’re planning to be away from home and can’t pick up your mail, call the U.S. Postal Service at 1-800-275-8777 to request a vacation hold. The Postal Service will hold your mail at your local post office until you can pick it up or are home to receive it. To thwart an identity thief who may pick through your trash or recycling bins to capture your personal information, tear or shred your charge receipts, copies of credit applications, insurance forms, physician statements, checks and bank statements, expired charge cards that you’re discarding, and credit offers you get in the mail.

Before revealing any personally identifying information (for example, on an application), find out how it will be used and secured, and whether it will be shared with others. Ask if you have a choice about the use of your information. Can you choose to have it kept confidential?

Don’t carry your SSN card; leave it in a secure place.

Give your SSN only when absolutely necessary. Ask to use other types of identifiers when possible. If your state uses your SSN as your driver’s license number, ask to substitute another number.

Carry only the identification information and the number of credit and debit cards that you’ll actually need.

Pay attention to your billing cycles. Follow up with creditors if your bills don’t arrive on time. A missing credit card bill could mean an identity thief has taken over your account and changed your billing address to cover his tracks.

Be wary of promotional scams. Identity thieves may use phony offers to get you to give them your personal information.

Keep your purse or wallet in a safe place at work.

For more information from the Federal Trade Commission on avoiding identity theft visit http://www.consumer.gov/idtheft/

Your business is about providing security.

So is ours.

It’s your job to ensure the security of your customers; it’s ours to secure and manage your payments.

First National offers payment solutions for the specific needs of the burglar and fire alarm industry.

First National offers:
- Discounted Visa, MasterCard and debit card processing.
- Electronic check acceptance and verification against fraud.
- Seamless Internet payment processing.

First National Merchant Solutions

800-354-3988 | www.FirstNationalMerchants.com
From The Fire Alarm World

To License Or Not To License, Who Can Keep Track?
(Part Two of a series)

Whitney J. Crahen, SET
Fire Protection Specialist

PASSING THE BUCK...

Why is it that anyone who pulls a wire for a fire alarm system does not have to be licensed? Someone under the direct supervision of a fire alarm licensed individual can perform maintenance, inspection and installation per our State licensing requirements. But time and time again, we see maintenance people, school district employees and a slew of other unlicensed and (for the most part) untrained people maintaining, inspections or installation of fire alarm systems.

Mr. Fire Alarm Guy has his hands full when he agrees to work with Mr. Electrical Contractor. He must first deal with submitting the plans to the AHJ. If the fire alarm plans were not carefully laid out by a knowledgeable, trained person, Mr. Fire Alarm Guy may have trouble getting the plans approved. Once the permitting of the plans occurs, then the "fun" begins. Not only will he have to jump whenever the GC and Mr. E say jump, Mr. Fire Alarm Guy will get caught between a rock (State Fire Marshal) and a hard place (Mr. General Contractor). Some fire alarm people must deal with: explaining why the price of a "simple change order" for moving one device and adding another has tripled once the new wall was discovered to be a "2 hour" rated wall, plans must be revised and re-submitted to the AHJ; discovering sloppy terminations in an over-stuffed 4-square box giving the circuit a ground; receiving 24 hours notice to call for an inspection when "final" dates have been moved up; not receiving payment for the job with back-charges from the re-test fee incurred due to the Fire Marshal walking off the inspection when he see the final clean-up of all trades has not occurred. The General Contractor blames the electrical contractor who passes the blame onto the fire alarm company. Why would Mr. Fire Alarm Guy go through all this? Is he that desperate for the work? Is all the trouble he puts up with worth the profit? Where does the buck fall after being passed around?

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

Delivery Address
333 Guadalupe
Austin, TX 78701

Who to Contact
Fire Alarm -- Claudia Hernandez, Licensing Technician
  512-305-7935, claudia.hernandez@tdi.state.tx.us.
Manager -- Susan Light, Manager of Licensing Administration
  512-305-7932, susan.light@tdi.state.tx.us.
Technical -- Mark Redlitz, P.E., Director of Licensing
  512-305-7927, mark.redlitz@tdi.state.tx.us.

A False Alarm?

A guard reported this in Canada:
Event Operator: SRT at: 21:41:00
Acct Opn/Clo: Closed MODE

Comment: ON SITE 21:27 FOUND SITE SECURE AND INTACT THERE IS A SAFE IN THE DRIVE WAY BUT IT IS LOCKED AS WELL OFF SITE 21:42

Note: Safe was not there when owner arrived later that evening.
"Our new research, however, proves that even with a three-minute warning, smoke alarms still offer enough time to save your life. When the alarm sounds, it is important that everyone just get out of the house."

Smoke alarms are of two types -- ionization and photoelectric. Some combination models also are sold.

According to the two-year NIST home smoke alarm performance study, ionization smoke alarms respond faster to flaming fires, while photoelectric smoke alarms respond quicker to smoldering fires. The report concluded that, despite these differences, the placement of either alarm type on every level of the house provided the necessary escape time for the different types of fires examined. The researchers determined the necessary escape times by considering the time that the alarms sounded in various locations and the development of untenable or unsurvivable conditions.

The tests also showed how closed bedroom doors and proper placement of smoke alarms affect one’s chances of survival. In both cases, the time to escape untenable conditions was increased, providing that the person was not in the room where the fire originated.

The new smoke alarm data are expected to be useful in considering programs and legislation to install interconnected smoke alarm systems (where one alarm sets off all other alarms connected to it within a building) in older homes. Major U.S. housing codes have required interconnected smoke alarms, including alarms in bedrooms, since 1993. However, most homes built before that date are not so equipped.

The NIST report also looked at the interaction of smoke alarms and residential sprinklers of the type increasingly being required in new homes. The tests reaffirmed earlier findings that smoke alarms of either type will activate faster than sprinklers, although sprinklers, once activated, can stop a major home fire quickly. The NIST report also noted that sprinklers activated well after smoke alarms and after heat alarms.

The report concluded that "while these sprinklers have an outstanding record of saving lives and property, the later activation times imply that residential sprinkler installations should always include smoke alarms (as currently required in National Fire Protection Association Standards 13D and 13R) to provide greater escape time for those capable of escaping."

To further investigate the results of an earlier study by the U.S. Consumer Product Safety Commission, NIST also looked into "nuisance" or false alarms, usually activated by cooking fumes. Such false alarms are of concern because inconvenienced users sometimes disconnect the smoke detectors, leaving the area without devices capable of detecting authentic fires. The NIST tests showed that normal cooking activities cause nuisance alarms in both photoelectric and ionization type alarms. Neither type of detector was demonstrably better in reducing nuisance alarms. The test data, however, are expected to be useful in the design of next-generation "smart" units that will use computer-chip evaluation of multiple fire conditions to accurately distinguish unwanted fire conditions from nuisance conditions.


A salesman was driving down a country road when he spotted a pig with a peg leg. He asked the farmer why the pig had a peg leg and the farmer replied "he is a special pig." "How is he special" asked the salesman. The farmer replied, "One time my tractor turned over right on top of me, and the pig pulled me out." "Okay, but why does he have a peg leg" the salesman asked. "Well one time my wife's car ran off of the road, and the pig ran all the way home and got me, and I rescued her." "Great!" exclaimed the salesman, "but why the peg leg?" The farmer replied "A pig that great, you don't want to eat it all at one time."

Unfortunately, this story is often true in business. How often do we see businesses take advantage of their vendors, bankers, professionals, employees, and customers? While the majority of alarm company owners are honest and fair, a few have started eating the special pig. As a result, some lenders are bearish on the industry, vendors are hurting, and customers are leery. Many of the non-response issues with law enforcement authorities had their start with irresponsible alarm companies who did poor installations, failed to educate their customers, and did not handle incidents properly.

Think of the vendors, customers, and associates that have made a difference to you and let them know about it. It could be as simple as sending them a referral, or trying out a new product. I can name 25 or 30 individuals in the industry that have helped me out, and I go out of my way to help them. If you are reading this newsletter and don't belong to the association, join. Alarm companies, their vendors, lenders, professionals and associates form a community. This association contains numerous examples of alarm companies, vendors, and other professionals that have built strong reputations and relationships, by treating others fairly. This is a dynamic industry and the opportunities are great, don't eat your "special pig."

This article was contributed by Mitch Reitman, a CPA and member of TBFAA. Mr. Reitman is the managing principal of S.I.C. Consulting in Fort Worth Texas. To contact Mr. Reitman call 817-698-9999 or visit WWW.SICC.US.

The False Alarm Reduction Association (FARA) has developed a set of guides and bulletins for consumers. The information contained within the guides is designed to help users make an informed decision on an alarm system purchase or to use the information to help prevent false alarms.

Guides
* A Consumer Guide to Purchasing a Burglar Alarm
* Residential False Alarm Prevention
* Residential Security Guide
* False Alarm Prevention for Banks
* False Alarm Prevention for Businesses
* False Alarm Prevention for Schools
* False Alarm Prevention for Churches and Other Worship Facilities

Consumer Bulletins
* What is Your Password?
* Holidays
* Remodeling
* Before Activating Your Alarm
* Battery Bulletin
* Consumer Protection and the Alarm User-Before you Buy
* Consumer Protection and the Alarm User-After you Buy
* Contact with Alarm Company
* False Alarms Pets and Rodents
* Family,Domestic Help Bulletin
* Lightning Bulletin
* Rearranging your Home Environment
* Springtime FA Reduction Tips
* Vacation Bulletin

For more information or to download these publications visit http://www.faraonline.org/html/consumer_tips.html

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'Weird Al' Urges People Buy CO Detectors After Parents' Passing

Apr 12, 2004, FALLBROOK, Calif. -- FALLBROOK, Calif. Musical parody performer "Weird Al" Yankovic says people need to seriously consider carbon monoxide (CO) detectors after his parents died of CO poisoning in their Fallbrook, Calif., home. Nick and Mary Yankovic, parents of the performer known for his humorous send-ups of Michael Jackson and other pop stars, were found dead April 9 in their home. Deputies said they had started a fire in their fireplace with the fuse closed and apparently died of CO asphyxiation. In a statement reacting to his parents' passing, Yankovic struck a chord of warning about the need for CO detectors in the home. "One thing I would like to ask everybody to do, though ... please, go out and get carbon monoxide detectors for yourself and your loved ones," Yankovic says. "If my parents had had one in their home, there's a very good chance that they would still be with us today."

This story was reprinted from SSI eControl Panel to subscribe visit http://www.securitysales.com

Case Against Peak Alarm Central Station Manager Thrown Out

Apr 12, 2004, SALT LAKE CITY -- A judge has thrown out a case filed against a central station manager who was charged under Salt Lake City's verified response ordinance. Jeff Howe, Peak Alarm's central station manager, had faced up to six months in jail and a $1,000 fine for what Salt Lake City officials said was the filing of a false police report after police were dispatched to a school and determine that the alarm was false.

Ron Walters of the Security Industry Alarm Coalition (SIAC) spoke with Howe after the judge dismissed the case April 12 and told Security Sales & Integration that he expressed "great relief" he had been cleared. "We all have always said that this would go away and the truth would come out, but we weren't the one sitting there and getting charged," Walters says. "The prosecution tried to make their case and the judge threw it out. That should speak for itself."

continued on page 27

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By law policyholder dividends cannot be guaranteed. only the insurance company’s Board of Directors has the discretion to declare policyholder dividends.
On April 12, 1994, a pair of attorneys in Arizona launched a homemade marketing software program that forever changed the Internet.

Hoping to drum up some business, Laurence Canter dashed off a Perl script that flooded online message boards with an advertisement pitching the legal services of Canter & Siegel, the law firm he ran with his then wife, Martha Siegel. The response was immediate and harsh, offering one of the loudest signals up to that point that unchecked marketing would not be tolerated in the new medium.

Thousands of recipients registered their displeasure, and a new label for the burgeoning business of unsolicited mass Internet advertising was coined. "Send coconuts and cans of Spam to Cantor & Co.," one outraged Usenet reader wrote amid the uproar that followed the Canter & Siegel message. "(Be sure to drop the can of Spam on its seam first.)"

Ten years after Web surfers began using the spam label to describe intrusive online marketing, junk e-mail has ballooned into an epidemic of massive proportions. But righteous anger over the problem has increasingly been replaced by resignation. With no effective solution in sight, many people now ruefully wonder whether the "Internet era" might more accurately be dubbed the "age of spam."

Internet giants such as America Online, Yahoo and Microsoft have poured technical resources into solving the problem, and legislators have moved to limit the worst practices. Last week, prosecutors successfully won a guilty verdict in a criminal case that saw the so-called Buffalo Spammer sentenced with up to seven years in prison for alleged identity theft and forgery that enabled him to send more than 800 million e-mail messages through Internet service provider EarthLink.

The problem is so bad that spam now threatens the very future of e-mail. Once billed as the Net’s killer app for both business and consumers, e-mail senders are now largely aware that their messages may not be seen or read, because they may have been accidentally swept aside by antispam measures. For really important matters, use the phone, some now advise.

Excerpted from an article by Paul Festa and Evan Hansen, Staff Writers, CNET News.com
2003 Exhibitors Support TBFAA

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<tr>
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<tr>
<td>Ademco Group</td>
<td>Doug Marshall</td>
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<tr>
<td></td>
<td>800.467.5875</td>
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<td>ADI</td>
<td>Phillip Wood</td>
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<tr>
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<td>Alarmpath</td>
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<td>Scott Moore</td>
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<td>Uplink</td>
<td>Mike Langlois</td>
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<td>Wheelock, Inc.</td>
<td>Brad Buss</td>
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<td></td>
<td>732.222.6880</td>
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Note - Exhibitors in bold returned from last year

Safety Courses Available

First Aid, CPR and Automated External Defibrillator (AED) Courses

American Red Cross first aid, CPR and AED programs are designed to give you the confidence to respond in an emergency situation with skills that can save a life. Additional training in bloodborne pathogens, oxygen administration and injury prevention can be added to CPR and first aid training to prepare you to prevent and respond to life-threatening emergencies. Red Cross first aid, CPR and AED programs are available for any age and can be tailored to the needs of specific groups and individuals. Whether you work with children, want training for employees, are a professional rescuer, or simply want to know how to help someone in an emergency, the American Red Cross has a program for you.

Visit http://www.redcross.org/services/hss/courses/ for more information.
Perhaps the most important provision in a properly drafted alarm contract, from a defense standpoint, is the limitation of liability provision, or liquidated damage clause. Though some courts treat the two provisions similarly, and will enforce either provision under the same circumstances, the limitation of liability provision and the liquidated damage clause are in fact two distinct types of provisions. Often the courts in a state will be willing to enforce a limitation of liability provision, but not a liquidated damage clause. Other states will favor the liquidated damage provision in an alarm contract. It is essential that you know which type of provision is preferred and enforced in your state and make certain that your alarm contract contains the proper wording.

How do you know which provision your contract has? A "liquidated damage provision" typically contains at least some of the following wording: The parties agree that in the event subscriber suffers any damages as a result of alarm company's breach of contract or negligence that it would be impractical and extremely difficult to anticipate or fix subscriber's actual damages. Therefore subscriber agrees to accept $250.00 in full and final damages in the event of alarm company's breach or negligence. Courts will enforce a liquidated damage provision where the agreement is clear in its terms, and the court further finds that the specified liquidated amount is not a penalty. To determine whether it is a penalty as opposed to estimated damages, the court would normally have to find that there was an uncertainty as to the amount of potential damages or difficulty of proof and that the contract as a whole is not manifestly unconscionable, unreasonable, and the liquidated damages is not disproportionate in amount so as to justify the conclusion that it does not express the true intentions of the parties.

A limitation of liability provision is subject to scrutiny, but there is a different analysis. The "limitation of liability provision" typically reads as follows:

Should there arise any liability on the part of the alarm company as a result of its breach of contract or negligence, the parties agree that the alarm company's liability shall be limited to $250.00.

The analysis regarding the enforceability of a limitation of liability provision is whether the limitation on damages is so disproportionate to both the amount of the actual damages involved and the contract price so as to be unconscionable.

The following case best illustrates the analysis, and the importance of having the proper provision in your alarm contract. Alarm company installed a fire alarm system. A fire broke out, the alarm company received a trouble signal which was not interpreted as an actual fire condition, and there was a delay by the alarm company to report. In the meantime, someone else reported the fire. There was a loss in excess of $500,000, and the alarm company was sued on the theory that their delay in reporting the fire caused significant additional damage which would not have occurred except for the alarm company's failure to properly report the alarm condition. The alarm company, one of the nationwide companies, had a contract which incorporated language for both a liquidated damage clause and a limitation of liability provision. When the alarm company moved for summary judgment dismissing the complaint based upon its "liquidated damage/limitation of liability clause," the plaintiff argued that the clause was a liquidated damage clause and therefore not enforceable in that state (Ohio). The Court did an analysis of the two clauses. Luckily for the alarm company the Court chose to interpret the provision as a limitation of liability clause, and not as a liquidated damage provision, despite the fact that the clause did have the language commonly found in a liquidated damage provision. (Impractical and extremely difficult to fix the actual damages...*)

The Court analyzing the contract noted that as a liquidated damage clause the alarm contract provision would not be enforced because the amount of the liquidated damage, in this case $1,000, was indeed disproportionate to the amount of actual damages, and the amount of the potential actual damages could have been estimated; the nominal liquidated amount could not possibly been the potential actual damage contemplated by the parties. However, as a limitation of liability provision, the liquidated amount ($1,000) was not disproportionate to the amount that the subscriber was paying continued on page 19
Recurring revenue is an essential component of building a security business. The pay as you go, or per call service, does not build your business, and most likely does not result in more revenue at the end of the year. Though it may take some time to sign up subscribers on service contracts eventually the recurring revenue should exceed the revenue you would be bringing in for routine service calls.

You should also be mindful that the service contract covers ordinary wear and tear only, and not equipment damaged by renovation work, misuse or most of the events that might create the need for a service call. Thus, even where you have a service contract you may very well be able to charge for your labor and equipment for the service call.

As your recurring revenue increases you will one day find that the "money for nothing" makes a lot of sense and adds significantly to your bottom line. From a business and technical perspective there really has to be something wrong if you are required to provide service at a cost beyond the recurring revenue received. If the "something wrong" is in your installation, then you deserve the extra work to make things right. If the extra service is the result of subscriber misuse then the service contract permits you to charge for this extra service.

Of course for special installations the service contract can be customized so that only labor, or only equipment is included, or a cap on service is provided. The design of the contract terms can be as creative as your agreement with the subscriber.

A service contract should serve to create a bond between you and your subscriber, so that the subscriber thinks of you as its security company and uses you for all their needs as well as recommendations to friends.

From a building business consideration your service revenue adds no value to your business when you go to sell; only the service contract will add any value to your business because security companies, most of the time, are sold based on a multiple of recurring revenue under contract. And not just any contract will do; you need to have contracts that are acceptable in the industry which often means approved by insurance carriers who offer errors and omissions policies. While a service contract may not command the same multiple as a commercial lease or even a residential monitoring contract, you will be able to get some multiple. That is not the case for your customers who have no service contracts. You will not likely be able to get any money for your service business no matter what type of records you have and revenue you show, if you don’t have the subscriber under contract for service.

The other important consideration is liability. Security professionals seem to have trouble understanding this issue. It’s simple. When you install the system you are protected from liability by the sales contract. Any warranty service you perform is also protected by the sales contract. Any monitoring you do is protected by the monitoring contract. But service performed is not protected by any contract, unless you have a service contract. If your subscriber suffers a loss you can anticipate a complaint alleging negligence in design, installation, monitoring and service. Without contracts covering each aspect of the services you performed you will be without the protection the security contracts provide. Though you may be comforted by your present errors and omissions policy, I assure you that policy has a term of one year, and you have no guarantee that you will be able to obtain insurance when the policy expires. You need to be sure that your relationship with your subscribers is governed by your contracts.

The standard service contract permits you to select an option for either recurring revenue or a per call relationship. You can order it for $200 at www.alarmcontracts.com.
Limitation Of Liability Provisions - Continued

continued from page 19  for the alarm service, a much different criteria than comparing it to the actual damages ultimately suffered by the subscriber. Thus, the Court in this case recognized that the alarm company could not afford to undertake a potential liability greater than the contractual limited amount in view of the price it was charging for its system and alarm service. The contract provision was therefore enforced as a limitation of liability provision.

Of course, the entire analysis could have been avoided if the alarm company had a properly worded limitation of liability provision. Many alarm companies think they are protecting themselves by combining the language from both types of clauses into a single clause. It's not a good idea. If you operate in a single state then you should find out which provision your state prefers and enforces. Sometimes it is a matter of which provision has been reviewed, addressed, and enforced in your state. Ohio, like New York, enforces the limitation of liability provision.

Safety Checklist: Foot Protection

Workplace hazards can contribute to or cause a wide range of foot problems and injuries, from simple fatigue and athlete's foot to serious burns, punctures and amputations. Fortunately, the majority of these problems are preventable. The following checklist, compiled by Linda F. Johnson, a former technical editor of Occupational Health & Safety, may help you evaluate your company's foot protection efforts. However, it is not intended to substitute for a comprehensive safety program.

* Does your written foot protection program include footwear and working surfaces?
* Does it require the reporting of injuries?
* Are program elements enforced and reviewed on a regular basis?
* Is your foot protection selection based upon a documented hazard assessment?
* Is there a documented review of employee-owned or provided footwear?
* Is there a policy stating defective or damaged foot protection must not be used and must be removed from service?
* Is disciplinary action used when employees do not adhere to the policy?
* Is training complete and documented for all employees?
* Are all exposed employees wearing protective footwear when necessary?
* Are all foot protection items maintained according to the manufacturer’s recommendations?
* Do employees know how to report damaged footwear when it is provided by the company?
* Are employees instructed on the types of hazards that may cause foot injuries and on preventative measures?
* Is there a reporting procedure in place for footwear evaluation and selection?
* Are scrap, debris and waste stored safely and removed from the work site properly?
* Are aisles and passageways kept clear from tripping hazards?
* Are wet surfaces covered with nonslip materials?
* Are changes of direction or elevation readily identifiable?
* Are aisles or walkways near moving or operating machinery, welding operations or similar operations arranged so employees will not be subjected to potential hazards?
* Are step risers on stairs uniform from top to bottom?
* Are steps on stairs and stairways designed or provided with a surface that renders them slip resistant?
* Where the ground or surface is wet underfoot, do employees wear impervious boots, shoes, rubbers or other appropriate shoes?
* Is waterproof footwear provided, or are dry places provided, for standing during wet processes?

# Membership Application

**Texas Burglar and Fire Alarm Association (TBFAA)**

*Please print or type:*

## Company Information

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## Official Primary Voting Representatives

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*By signing you certify that all information contained in this application is true and accurate and acknowledge that false information can result in the denial of acceptance of this application and agree to abide by and subscribe to the bylaws, code of ethics and trust statement of the TBFAA as well as support and participate in all the activities of the Association to the best of your abilities.

*Fax and e-mail authorization: I hereby authorize TBFAA to send me pertinent documents via fax at the above listed number, and/or e-mail at the above listed address. I recognize that such documents include, but are not limited to, billing statements, registration forms, TBFAA member communications, and official letters. I understand that granting this permission is a necessary component of my membership.

## Dues Owed

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

## Payment Method (Circle one)

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<th>MasterCard</th>
<th>Visa</th>
<th>Discover</th>
<th>American Express</th>
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## Credit Card Holder Information (If Paying with a Credit Card)

<table>
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<tr>
<th>Card Number</th>
<th>Expiration Date:</th>
<th>Credit Card Verification Number*</th>
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<th>Card Holder Name</th>
<th>Card Holder Signature</th>
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<th>Card Holder Address:</th>
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<th>Card holder City, State and Zip:</th>
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*Credit Card Verification Number is a 3-digit number on the back of all Visa, MasterCard and Discover cards, and a 4-digit number on the front of American Express cards.

**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

Rev 12-01-03
EFFECTIVE EMPLOYEE SCREENING

Important Behavioral Warning Signs - While profiling can be controversial, it is often helpful to keep the following in mind when investigating an employee’s behavior.

Profile of a Typical White-Collar Criminal*

* Middle aged (sex/race not a factor)
* Longer-term employee
* Holds position of trust
* Takes little vacation
* Likeable, helpful and knowledgeable
* Living beyond means/financial difficulties
* Substance abuse problems
* Gambling problem
* Marital/relationship problems
* Emotionally unstable

Profile of a Potential Attacker*

* Male, 30 to 50 years old
* Usually quiet and distant from coworkers
* Loner, little family, church or community support/involvement
* May display erratic/ unusual behavior/habits
* Chronically disgruntled
* Substance abuser and/or mental health problems
* Does not hold consistent employment
* Admits to fascination with weapons
* Does not handle criticism well
* May have conflict with management and/or personal issues with others

* Source: Citigate Global Intelligence & Security
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.

Response to Transmitter Article Leads to New Service

Potential advertisers take notice. The alarm industry in Texas does read this publication. After publishing an article on the importance of compliance in our last issue JD Benfer received dozens of phone calls and emails. Apparently the article got a lot of people thinking about their current status. And a lot of problems were identified and corrected. He was asked if he could provide an ongoing service that would help dealers stay in compliance. Everyone wants to concentrate on running their business and would like to remove the anxiety, fines and penalties that come from the procedures involved in staying in compliance. With the help of a few dealers JD has developed some procedures and a custom database that should remove the fear of getting out of compliance in the future. You can get more information on this service at www.jdbenfer.com. You will find many free tips there on maintaining your compliance. There is only a small fee if you would like to sign up for the database service, and never a charge for a phone call or email.

Bosch’s Camera Tops Security Sales & Integration’s All-Star List for CCTV Equipment

In this year’s Security Sales & Integration’s 2004 Masters Circle All-Stars list, which annually highlights the industry’s best-selling products in various categories: access control systems and software; access control hardware, readers and entry systems; CCTV products; burglar alarm controls; DVRs; intrusion sensors; and fire/life safety equipment, Bosch Dinion Camera came in with high marks for its Lens Wizard and NightSense Technology. The Dinion from Bosch Security Systems of Fairport, N.Y., ensures compatibility between the lens and camera and improves back focus adjustment to guarantee sharp images, the company claims. An “AutoBlack” feature provides sharp contrast in fog or when the housing window is dirty or dusty. The Dinion uses NightSense technology to automatically shift to monochrome when the light begins to fade and increase camera sensitivity threefold. With no need for tools, the camera is easy to install, the company says. For more information visit http://www.boschsecurity.us/.

CareGard from GE Security

Rushing to answer a ringing telephone puts senior citizens at risk for dangerous falls. The CareGard Home Emergency Call System's remote phone answering feature lets seniors answer their phone from across the room with the push of a button. To learn more, visit www.ge-security.com/caregard or call 800-777-4841.

GE Security's NetworX NX-8E-CF Commercial Fire System is a 12-Volt integrated burglary and fire product for commercial applications. It provides up to 192 zones of protection for fire and intrusion and supports a wide variety of modules and accessories, including cellular backup and access control. The NX-8E-CF also supports PinPoint addressable sensors, and up to 192 points of fire and/or intrusion devices. The unit’s addressable loop can be up to two miles in length with a two-wire run. For more information visit www.ge-security.com.

Honeywell Forming New Division for Security Power Products

The Honeywell Fire Group is forming a new division that will manufacture power solutions for electronic security systems. Honeywell Power Products (HPP) will produce products designed to supply power to fire and burglar alarm systems, as well as other electronic security produces like access control and surveillance. “HPP is building upon Honeywell Fire Group’s extensive expertise in fire alarm power supplies to provide installers effective power solutions for CCTV, security, and access control systems,” says Gene Pecora, general manager of the new division. The division, which Honeywell unveiled publicly at ISC West, joins the Honeywell Fire Groups other brands, including Fire-Lite Alarms, Silent Knight, NOTIFIER and Gamewell. HPP products will enter the market through existing Fire-Lite and Silent Knight distribution channels.

Continued on Page 23
Gunning Wins NBFAA Award

George Gunning, CEO of Monrovia, Calif.-based USA Alarm Systems, has been named as the 2004 recipient of the National Burglar and Fire Alarm Association’s (NBFAA) Morris F. Weinstock Person of the Year award. Gunning, vice president of the NBFAA, represented the alarm industry in 2003 on the city of Los Angeles’ Alarm Task Force that attempted to formulate an alarm policy for the city and has been one of the leaders in the fight against verified response. Gunning told SSI that his biggest surprise wasn’t just winning the award, but by how those in the know kept it from him. “I don’t know how everyone kept it a secret,” Gunning says. “Everyone knew but me.”

The award, considered the NBFAA’s top honor, was announced at an evening dinner at the Treasure Island Hotel and Casino March 30 in conjunction with the NBFAA’s Spring Conference and ISC West. The award was initiated by the family of Weinstock to honor the lifetime work of the NBFAA founder and past president.

This story was reprinted from SSI eControl Panel to subscribe visit http://www.securitysales.com

Members Support Members

Continued from page 22

NEW StarLink™ RF Wireless Backup Available Now from NAPCO!

NAPCO Security Group, Inc., Amityville, NY introduces new StarLink RF Wireless backup, for reporting alarm conditions to any central station over a dedicated digital network that spans the US and Virgin Islands and Puerto Rico. The surprisingly economical, supervised StarLink SL-1 Unit and service now makes backup alarm reporting, regardless of telephone line condition, an affordable option for every account. StarLink’s superior performance is unparalleled allowing it to work with any control panel, no matter what brand. It also supports all central station formats and requires no additional central station equipment. Low standby current (<20mA) maximizes protection when both AC loss and Telco loss occurs (common during natural disasters). StarLink allows for faster & easier installation by hooking up with as few as 4 wires and there are no dip switches to set either! There are no expensive programmers to buy and StarLink’s automated operator system and internet web-site are accessible 24-hours a day for signal verification & account setup, making it completely convenient for you. It’s that simple. For more information or availability details on the StarLink, contact your NAPCO Customer Service at 1-800-645-9445 or email salesinfo@napcosecurity.com. Please visit us on the web at www.napcosecurity.com.

Construction Information Network Offers New and Existing TBFAA Members a Special Value

As the leading provider of commercial project information in the Metroplex, CIN offers more value and opportunity to DFW contractors than any other service, and we would be honored to serve the members of the TBFAA. Please contact the sales desk @ 214-688-9900 EXT. 312 to set up a time for an account representative to come out and show you the benefits of being on the most comprehensive construction bidding service the DFW Metroplex has ever seen! Take the opportunity to receive bid invitations from over 130 of the finest General Contractors the DFW market has to offer!!!

Special rates for TBFAA existing members will expire on 6/30/04!!
# TBFAA Regular Members

## Regular Members

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<td>ADT Security Services, Inc.</td>
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<td>Advantage Security Access</td>
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<td>Aegis Systems, Inc.</td>
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<td>Alarm Security &amp; Protection</td>
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<td>Vitel Communications Corporation</td>
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<td>Weidman, Inc.</td>
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## Associate Members

| Ademco Security Group                  |
| ADI                                    |
| Alarm Express, Inc.                    |
| Bosch Security Systems                 |
| Construction Information Network       |
| Digital Security Controls Ltd.         |
| El Dorado Insurance Agency             |
| HyperGraphic Impressions, Inc.         |
| Napco Security Systems, Inc.           |
| Nova Internet Services, Inc.           |
| Opex, Inc.                             |
| Rapid Response Monitoring              |
| Richardson Electronics                 |
| Security General International, Ltd.   |
| SentryNet                              |
| Wheelock, Inc.                         |

# North Texas Alarm Assn.

| Ademco Group                          |
| ADI-Distributing                      |
| ADT Security Services, Inc.           |
| Aegis Systems, Inc.                   |
| Alarm Express, Inc.                   |
| All Safe & Sound                      |
| All Tech Security Services            |
| Amazon Alarm Systems, Inc.            |
| American Security Devices             |
| Best Wire & Cable LLC                 |
| BMA Systems, Inc.                     |
| Brighton Security                     |
| Brink's Home Security                 |
| Bryant Security Systems               |
| Central Alarm Systems                 |
| Co Serv Security LLC                  |
| CSL Technologies, Inc.                |
| Custom Integrated Systems, Inc.       |
| Customer First Alarm                  |
| Dallas Security Systems, Inc.         |
| Datatech Electronics                  |
| Diamond S Services                    |
| Digital Security Controls, Inc.       |
| Donham Centralized Systems, Inc.      |
| E.V. Electric & Security              |
| Entrust Connections, LLC              |
| Financial Security Group              |
| Fire Alarm Services, Inc.             |
| Greater Dallas Enterprises, Inc.      |
| Guardian Alarms, Inc.                 |
| Gurkin Security Systems, Inc.         |
| Hawk Security Services                |

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Regional - Regular & Associate Members

North Texas Alarm Assn.- continued-

Home Protection Centre, Inc.
HomeTeam Security
Hypergraphic Impressions
Intruder Detection Systems
Knight Security Systems, Inc.
Las Colinas Association
LRG, Inc.
M.A.C. Alarms
Marshal Security Systems
Monitronics International
National Alarm Computer Center
Network Multifamily
Paramount Alarm Systems
Plano Police Department
Powell Protection Systems, Inc.
Protection Networks
Ranger American of Texas
Rapid Response Systems
Rowell Security Systems
SAS Alarm Service, Inc.
Secure Options, Inc.
Security General International, LTD
SENTINEL the alarm company
Smith Thompson Security Systems
Southwest Alarms
Southwest Dispatch Center, Inc.
Spectrum Alarm Systems
Systems, On-Guard, Inc.
Talon Security, Inc.
Tandy Security Systems
TCT Insurance Services, Inc.
Tri-ed Distribution, Inc.
United Central Controls, Inc.
Universal Battery Corporation
Vanco Protection Services

South Texas Alarm Assn.

ADI
Alamo Integrated Systems, Inc.
American Security
Diamond Security Systems
Digital Security Controls, Ltd.
Dispatch Center, Ltd
Gieitz Alarms, Inc.
Guardian Security Systems
Intruder Alert
J.W. Dielmann, Inc.
Kerrville Communications Corp.
Medina Valley Security, Inc.
Ranger American
Richardson Electronics
Security Data, Cable, HQ & Ltd

Security General International
Security One, Inc.
Stowers Security Systems
TotalCom Management, Inc.
United Central Control
Valiance, 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
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Cds Security Systems, Inc.
Centurion Alarm Services
Chubb Security
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Counterforce Usa, Lp
Crapitto's Cucina Italiana
D Square Systems
D & N Services
Danna Alarms
Datasmart
Detection Systems
Dixie Electronic Controls
DSC
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Harris County Sheriff's

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Haws Burglar Alarm
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Hi-Tek Sound & Signal
Hometeam Security
Honeywell Protection Services
Houston Police Department
Hse Alarm Service
Infinity Security Group
Initial Security
Inter Star Systems, Inc.
Interactive Controls, Inc.
Intercontinental Security
Interlogix
IPI Security
J.M.R. And Associates
Key Electrical
Kingwood Cablevision, Inc.
Knight Security
LRG, Inc.
Mach 7 Security
Magnum Cable
Majestic Security Systems
Modern System Concepts, Inc.
Napco Security
National Alarm Computer Center
National Security Assoc-Training
New Stream Building
Technologies
Omni Alarm Services
Onduty Systems, LP
Paradox
Pinkerton Security
Powell Protection Service
Progressive Electronics, Inc.
Protection One
Ranger American Security
Richardson Electronics
Royal Protection Group
Sandollar Security Services
Scott Alarm Services, Inc.
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San Antonio, TX 78216
210-366-3327
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Continued from page 14
Judge Paul Iwasaki dismissed the case "with prejudice," meaning the plaintiff, Salt Lake City, is barred from bringing the action against Howe again.

Under Salt Lake City’s verified response policy that went into effect in December 2000, alarm companies are required to confirm a criminal event before police are called. Police say Howe called police and verified that there were two unauthorized people in a school building, but an officer arrived to find no evidence of a crime. As a result, Howe was arrested for filing a false police report.

Howe, whose father Jerry Howe founded Peak Alarm more than 30 years ago, has maintained that when he called the school to confirm the alarm, it was confirmed by a person at the school. Walters warns that just because Howe’s case was quickly dismissed doesn’t mean Salt Lake City won’t try to prosecute another alarm company worker through its alarm ordinance. "There's nothing that says they can't stop doing this," Walters says.

CSAA committee to develop video monitoring standards

A new Central Station Alarm Association subcommittee met at the ISC West Expo in Las Vegas to develop a set of standards for video monitoring. Lou Fiore of L.T. Fiore, Jim McMullen of COPS Monitoring and Richard Hahn of Richard Hahn & Associates spearheaded the effort to create this new committee, which is a follow-up to last year’s meeting of the Electronic Verification Committee. The committee will try to arrive at a consensus and develop new standards for video monitoring, including the quality of the video, dispatch response methods and procedures, central station configuration, video lighting issues, coverage and pre- and post-alarm information. The final outcome will be the development of a standard to be given to the CSAA Standards Committee. The next step would then be submission to the ANSI process. It is the committee’s goal to have UL incorporate this standard into UL 827. For more information visit www.csaaul.org.

These stories were reprinted from SSI eControl Panel to subscribe visit http://www.securitysales.com

10 tips for Workers and Employers To Quench the Summer Heat

1. Drink cool water.
2. Dress appropriately.
3. Work in ventilated areas.
4. Work less, rest more.
5. Ask workers how they’re feeling.
6. Know the signs and take prompt action.
7. Train first aid workers.
8. Reduce work for anyone at risk.
9. Check with your doctor.
10. Watch out for other hazards.

From an article in the May issue of Occupational Health & Safety, Fred Elliott provides tips for employers, a guide to heat illness, a heat stress assessment checklist and more.

For more guidance on each of these steps, plus other potentially life-saving information, read Elliott’s article in the May OHS or at ohsonline.com.
Let’s Tee it up at RIVERCHASE for the NTAA Summer Golf Classic!

Tuesday, June 22, 2004
Lunch Starts @ 12:00 pm
1:30 pm Shotgun Start

Riverchase Golf Club
700 Riverchase Drive
Coppell, Texas • Phone: 972 / 462-8281

BBQ Lunch provided by:
Lone Star Cabling Supply, Inc.
(Mitch Carter and Friends)

Sponsor Levels

GOLD SPONSOR $500.00
(Sign at Hole and 4 Golf Entries)

SILVER SPONSOR $400.00
(Sign at Hole and 3 Golf Entries)

HOLE SPONSOR $200.00
(Sign at Hole)

LUNCH (Non Golfers) $15.00
MULLIGANS $5.00

NAME AS IT SHOULD APPEAR ON SIGN:

Fax Completed Registration Forms
A.S.A.P Attn: Heather Henderson
Fax # 972 / 644-8721

Questions? Call Heather Henderson
at 972 / 644-6866

Send checks to:
NTAA
P.O. Box 836635
Richardson, TX 75083-6635

Awards Ceremony,
Immediately Following the Golf Tournament
Thanks

I would like to thank all of the Alarm Dealers and Vendors that came out April 22 and took part in the South Texas Alarm Association 2004 Golf Tournament. We had approximately 55 golfers playing, and the best part is that due to the generosity of vendors and the association, EVERY PERSON PRESENT AT THE AWARDS CEREMONY RECEIVED A DOOR PRIZE.


Bill Parsley
In March at our local meeting we had Jeff Crilley, an emmy winning reporter from the local Fox affiliate Fox4News speak at our meeting. His lecture was informative and appropriate for the battles we have been facing with “non-response”. Jeff is an excellent speaker and his book on how to sell your story to the press is not only well written but also very helpful to not only our local association but to any association or business that needs to get a story out to the press. His book is titled “Free Publicity” and his website is www.jeffcrilley.com.

I am pleased to welcome Penny Hayter of the Las Colinas Association as our new Secretary.

As many of you may know the NTAA has spent several thousand dollars over the past two years convincing the cities of Arlington and Fort Worth to revise their ordinances and not move to a “non-response” policy. For our active members that attend our meetings thank your for your support. For those of you who are not members and yet reap the benefits of our hard work you should feel ashamed. For those of us involved in what matters for our futures, we know the sacrifice it takes. Being away from work and family so that there will be work for our families in the future. For those of you who don’t get involved through membership you’re nothing more than a leech feeding off the hard work of others. If we all want to succeed and prosper, and there is plenty of business for us all to do that, everyone must stand together and be involved through membership. Get off your butts and come to the meeting we want to welcome you and get to know you better so that we can pat you on the back when we succeed.

Nathan
TBFAA Calendar

June
02-04 Security Systems & Solutions (SSS) Expo, Javits Center, NY
04 Fire Prep Class, ADI- Houston
08 STAA Membership Mtg, Martha's Mexican Rest. San Antonio
11 HGCAA Membership Mtg, Crappitos Restaurant, Houston
16 NTAA Membership Mtg, Old San Francisco Steak & Seafood
17 NTAA CEU Training, ADI- Farmers Branch
17-18 Level 1, ADI- Farmers Branch - Dallas
20 Father's Day, Holiday
24 TXBFAA Board Meeting, Austin w TCPS Meeting

July
04 July 4th, Holiday
09 HGCAA Membership Mtg, Crappitos Restaurant, Houston
13 STAA Membership Mtg, Martha's Mexican Rest. San Antonio
15-16 Level 1, Corpus
19 Fire Prep Class, SGI - San Antonio
21 NTAA Membership Mtg, Old San Francisco Steak & Seafood

August
06 Fire Prep Class, ADI- Farmers Branch - Dallas
10 STAA Membership Mtg, Martha's Mexican Rest. San Antonio
13 HGCAA Membership Mtg, Crappitos Restaurant, Houston
18 NTAA Membership Mtg, Old San Francisco Steak & Seafood
19 NTAA CEU Training, ADI- Farmers Branch
19 CABFAA Membership Mtg, ADI- Austin
20 TXBFAA Board Mtg, Allstate Security - Amarillo
26-27 Level 1, SGI- San Antonio

September
03 Fire Prep Class, ADI- Houston
06 Labor Day, Holiday
08-12 CEDIA Conference, Indianapolis
10 HGCAA Membership Mtg, Crappitos Rest., Houston
10-12 CEDIA Expo, Indianapolis
14 STAA Membership Mtg, Martha's Mexican Rest. San Antonio
15 NTAA Membership Mtg, Old San Francisco Steak & Seafood
23-24 Level 1, ADI- Farmers Branch - Dallas
27-29 ASIS Exhibits, Dallas
27-30 ASIS Seminars, Dallas

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Houston Gulf Coast Alarm Association
13302 Canaan Bridge Dr. Houston, TX 77041
281-340-9705  FAX 281-340-5720
www.HGCAA.org

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. We welcome any new attendee with a free lunch.

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Capital Area Burglar and Fire Alarm Association
Capital Area Burglar and Fire Alarm Association
P.O. Box 14791
Austin, Texas  78761

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West Texas Alarm Association

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