TBFAA Offers Dealers a Choice on NBFAA Membership

Texas Dealers are Now Free to Join TBFAA without Joining NBFAA

At the recent annual meeting, TBFAA members adopted a bylaw change, which takes effect January 1, 2004, to allow members to choose if they want to be members of NBFAA. Over the years several people have indicated that they would join TBFAA if they were not forced to join NBFAA as well. The new policy will now allow you to join us in our efforts to serve the industry and citizens of Texas.

Continued Page 18

Education, Networking and Fun at TBFAA Annual Convention!

The 2003 Annual Convention was filled with opportunities for all who attended. The convention began with our debut of the New Texas Level 1 class (see story on page ) and continued with an informative management seminar conducted by Steve Rubin of Security Associates. Steve donated his time and travel expenses for the second year in a row to conduct this well received seminar.

Next in line was a timely update from insurance and legal experts led by Walter Tutor with experts from El Dorado Insurance, Tom Stewart Insurance and Burt, Barr & O'Dea.

Continued on page 6
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How To Prepare for Success!

A sense of humor is part of the art of leadership, of getting along with people, of getting things done.

Dwight D. Eisenhower (1890 - 1969)

As I begin my term as president it occurs to me that the TBFAA has some new opportunities and owes some old debts.

The debt I think of is our debt of gratitude to the past TBFAA leaders who have built our association to the point where we can truly capitalize on tomorrow's opportunities. Rex Adams has done a stellar job in his second term as president. Rex truly practices what President Eisenhower referred to bring people together to get things done. JD Benfer has built relationships with state officials and dealers throughout the state that help us all come together to make TBFAA more effective. Malcolm Reed rarely says no to a seemingly never ending series of requests to help as treasurer, trainer or legislative advocate. Jan Wisdom keeps us all straight by recording our actions and reminding us of our commitments. Roger Byrd keeps us on track with bylaws and keeps us in funds to pay for our legislative effort. Kathleen Schraufnagel tirelessly monitors ordinance activity. Henry Homrighaus not only keeps us in touch with our associates, but also is one of our more effect lobbyists. Gary Dawkins and Whitney Crahen work tirelessly to keep our training cutting edge. Nathan Bryant has kept our roster of members growing. Bill Parsley, JJ Moore, Brian McKinney and Sharon Drury have kept the regions going and growing. And Walter Tutor, Pam Elliott, Gary Robertson and Stephen Hudgins have kept us in touch on a regional basis. Added to all this are our excellent paid staff- Brad Shipp our Executive Director and Ron Kessler our advocate in Austin.

With knowledge, wisdom and horsepower like this, along with our newcomers Chris Russell and Debi Ulmer, we have the ability to do great things. I look forward to working with all of these leaders to expand and improve the services we offer you.

Now that Texas dealers have a choice to belong to NBFAA or TBFAA we all face a challenge to grow. Our effectiveness to face the non response advocates and to continue to improve how we are regulated is enhanced with each member we add.

So I urge you if you do not belong to join to today and if you are already a member to recruit one.

Together we can fulfill the words of Dan Quayle who said "The future will be better tomorrow."

Chip Bird

TBFAA Loses An Original Incorporator

Vance L. Corso, owner of Vanco Protection Services, Inc. of Dallas passed away on October 8, 2003 after a month long struggle for life. Vance and his wife Wanda were involved in a tragic vehicle accident just west of Tyler, Texas the evening of September 11. After spending more than two weeks in Tyler’s East Texas Medical Center due to her multiple injuries, Wanda was released with a good prognosis. Vance was 54 years of age and is survived by one daughter, Paige McCoy and two stepsons, Scott and David Harper.

Vance was one of the original incorporators of the Texas Burglar & Fire Alarm Association, Inc. Everyone whom encountered Vance will remember his constant smile and energetic approach to life. For more than twenty years Vance was instrumental in transitioning Vanco Protection Services into one of Dallas’ premier electronic security contracting companies. Vance was sincerely one of the most delightful personalities you would have ever met and this industry will truly miss him. Our heart felt condolences go out to Wanda and family for their loss.
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:
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Brad Shipp, Editor

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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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Convention Highlights

The annual meeting included an address by Ron Kessler on legislative issues, an election, vote on important bylaw amendments and recognition of TBFAA leaders. (See page 7)

Saturday also included classes on Sales Management, Ethics and Compliance. Unfortunately the Sunday golf tournament was rained out.

Texas Alarm Industry Leadership Forum

The Texas Alarm Leadership Forum included a lively question and answer session. The featured speaker at this portion of our convention was Col. Tommy A. Davis, Jr., Director of The Texas Department of Public Safety introduced by Commissioners Mike Samulin and George Craig, Interim Chairman of The Texas Commission on Private Security. Col. Davis told our constituency that he was not going to do anything but help the Texas Board of Private Security fulfill its mission. Col. Davis has already increased the manpower available to the board in the licensing section to get the backlog caught up and responsive again. He outlined plans to streamline the boards ability to serve the security dealers in Texas by speeding up the licensing process and fingerprint component of licensing. We were all convinced that the move to the DPS represents the best alternative for our industry considering the circumstance.

Cliff Grumbles, Director of The Texas Commission on Private Security, and Larry Washington, Director of Licensing, addressed the attendees with the commissions plans moving forward and expressed their thanks to Col. Davis for his support.

Mark Redlitz, Chief of Licensing for The Texas State Fire Marshall’s Office, addressed the attendees on the fire alarm industry in Texas. Mark discussed third party placarding, the transition to the new International Fire Code, remote location testing and outsourcing, and the direction of his organization moving forward. Mark has been a trusted advisor and true friend to the alarm industry in Texas.

Sales Management Seminar

We have a great time in this session. All of the participants were very gracious with their remarks about the presented material. We were fortunate to have several long time sales management personnel in the class which led to good dialog. If you have the opportunity to attend at some other function please do so as it was felt to be very worthwhile.

Ron Kessler, our lobbyist, was a guest speaker during this session. Ron spoke on the dramatic need for more moral leadership at this time in our nation. Ron was informative and amusing and we really enjoyed his participation.
Our Annual Meeting and breakfast included an update on legislative activities from our lobbyist Ron Kessler our elections and a presentation from NBFAA Executive Director Merlin Guilbeau on the benefits of NBFAA followed by a lively discussion of bylaw amendments (see Page 18).

Chip Bird of Southwest Dispatch Center was elected President, J D Benfer of Dispatch Center, Ltd. was elected Vice President, Jan Wisdom of Diversified Alarm Systems was elected Secretary and Malcolm Reed of Knight Security Systems, Inc. was elected Treasurer. Rex E. Adams of American Security Devices completed his second term as President and will serve on the board as Past President.

Henry Homrighaus of Texas Systems Supply will continue to serve as Associate Director, Chris Russell of Amazon Alarm Systems, Inc joins the board as Membership Director and Gary Dawkins of American Security Alarms, Inc. will continue to serve as Training Director.

Pam Elliott of Allstate Security Industries will continue to serve as Region I Director and Gary Robertson of NACC will continue to serve as Region II Director. Debi Ulmer of North American Security Alarm will be the new Region III Director and Roger Byrd of Security One Inc. rejoins the board as Region IV Director. Past President Rex Adams presented several awards to recognize TBFAA leaders.
Legislative Support

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

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

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

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

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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Vance Corso
Walter Tutor

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
Cell Phone Number Switching May Cut Link to Alarm Companies

Nov 26, 2003, LOS ANGELES -- As people begin to switch their home numbers to their cell phones, there's something alarm system customers are forgetting: their alarm system.

On Nov. 24, the Federal Communications Commission enacted new rules that allow customers to keep their phone numbers after switching their local phone carrier. That includes the ability to switch their home number from a traditional land telephone line to a cellular or wireless phone. However, there's the risk that when a home security customer shuts down their home telephone line, they may also be shutting out their link to the alarm service.

“Ninety-nine percent of home security systems are monitored by their home telephone line,” says Grant Thayer, vice president and general manager of Radar Security Alarm in Winston Salem, N.C. “They take the live line away and there’s nothing.”

The FCC estimated that as many as 6 million customers switched their home numbers to wireless phones in just the first few days of the new rule. Wireless provider Sprint Corp. says its own survey found 16 percent of home phone users were interested in switching their home phone to their cell phone.

Even before the rule went into effect, Thayer says he had a customer who found out the hard way what happens when you forget how vital the landline is to a security monitoring system. The customer closed his account with his local phone company to rely solely on his cell phone. Thayer, who says his company does weekly communications tests, registered no signal from that customer's house.

“I called the customer and he said ‘it didn’t occur to me,’” says Thayer of when he informed the customer the system was out. “It’s not a bad deal for the customer but they need to think of everything that’s affected by this before making a knee-jerk reaction and doing this.”

It’s not just the switching off of telephone lines for cell phones that’s causing headaches for central stations. Customers who switch their home phones to digital subscriber lines (DSL) are also cutting their alarm system link. Even though it functions through the same home outlets as traditional land phone lines, filters need to be attached to DSL-connected lines to keep communication with the central stations.

“One of the problems people have is they get rid of the landline, put the DSL in and they don’t notify us,” says Robert Jennison, director of business development for Post Alarm Systems in Arcadia, Calif. “When they have alarm activation, there’s nothing coming into the central station.”

The solution, alarm operators say, is to inform users as soon as possible on the consequences of shutting down their home phone line or switching to DSL on their alarm system and working with the customer to ensure that service continues.

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TBFAA has developed a new and improved course that will allow you to meet the initial education requirements for technicians and salespeople to sell or install burglar alarm systems. The 16 hour two day course will be offered in several locations around Texas throughout 2004.

Our new Texas Level 1 course covers the basics to provide a solid background in our industry including:

1. Electronic Systems Industry Overview  
2. Professionalism & Ethics  
3. Building Construction  
4. Safety  
5. Law, Standards & Codes  
6. General Electricity & Electronics  
7. Microprocessors & Computers  
8. Tools

The next portion of the course takes the student thorough the sequence of common jobs, as follows:

9. Prepare For System Installation  
10. Wire Buildings  
11. Trim  
12. Install Components & Subsystems  
13. Configure- Program  
14. Test, Troubleshooting, Debug  
15. Train Users  
16. As Built Documentation  
17. Maintenance & Repair

The course concludes with an examination.

TBFAA Executive Director Brad Shipp developed the course under the supervision of TBFAA Training Director Gary Dawkins. Brad began in the industry in 1974 and started teaching industry classes in 1985. He has held instructor status for all of the NBFAA courses, led the development of the National Electronic Systems Technician Apprentice Program and currently writes a column on Access control for Security Dealer Magazine.

In announcing the new course Gary commented “The development of our own course allows us to deliver updated training that our students have been requesting for years. We now have the ability to add and change the material as needed to make sure we deliver a consistent quality product.”

For the 2004 schedule visit www.tbfaa.org or see page 23
Next Meeting
The next Texas Commission on Private Security meeting is scheduled for Tues. Dec. 9, 2003 at 9:00 AM. This will be the final meeting of the Commission before it becomes the Texas Board of Private Security, operating under the Texas Department of Public Safety.

New Addresses and Phone Numbers
Take note of the new addresses and phone numbers listed above.

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

Notice From the Texas Commission on Private Security Subscription Fee on Individual Renewals
Effective July 1, 2003 a subscription fee will be added to the renewal fee on an individual renewal. The subscription fee will used to defray the cost of development to allow individual renewals to be accomplished on line through TexasOnLine. The subscription fee is as follows:

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

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

It is Never too Late to Join
If you do not see your name on the list, perhaps it is time to join the TBFAA.

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

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

SO JOIN TODAY!
‘Master,’ ‘Slave’ Labels Offensive?

L.A. County Calls ‘Master,’ ‘Slave’ Installation Labels Offensive

Nov 26, 2003, LOS ANGELES -- Contractors installing multiple security devices to a system will have to find a more politically correct way to describe their installation if officials in Los Angeles County have their way. The county’s Office of Affirmative Action Compliance is asking manufacturers, suppliers and contractors to stop using the terms “master” and “slave” on equipment, saying such terms are unacceptable and offensive.

Reuters reports the request came after an unidentified county worker spotted a videotape machine carrying devices labeled “master” and “slave” and filed a discrimination complaint. “Based on the cultural diversity and sensitivity of Los Angeles County, this is not an acceptable identification label,” Joe Sandoval, division manager of purchasing and contract services, says in a memo sent to County vendors.

The office says it is undertaking an “exhaustive search” to find all master and slave labels and replace them, though no guidelines have been given for what the replacement labels would say. Sandoval told Reuters that he has received an “avalanche” of complaints from vendors and the public criticizing the request, but said it was nothing more than a request and not an ultimatum.

"I do understand that this term has been an industry standard for years and years and this is nothing more than a plea to vendors to see what they can do,” Sandoval said. “It appears that some folks have taken this a little too literally. But we are culturally sensitive and we have 90,000 employees. We have to take these things seriously."

HGCAA to Hold Insurance Meeting

The Nov. 14th meeting of the HGCAA was attended by TBFAA directors J.D. Benfer, Brian McKinney and Debi Ulmer.

Representatives of El Dorado Insurance also attended and discussed the lack of time at the TBFAA annual convention and the unresolved insurance issues. At the unanimous urging of all members present, Walter Tutor was asked to organize another insurance meeting.

Tutor Security and Dispatch Center agreed to fund another meeting, and arrangements have been made to host the event at the Sheraton Brookhollow Hotel (same location as TBFAA annual meeting) in Houston, from 1 to 5 P.M. on Wednesday, December 17, 2003.

Anyone interested is invited to attend.

R.S.V.P. is required and should be made to Debi Ulmer at DebiGUlmer@aol.com. The HGCAA annual Christmas party will follow immediately, at the same location.
National News

QUINCY, Mass.: NFPA Proposes Security Standards -- The National Fire Protection Association (NFPA) has completed the drafts of its first comprehensive list of security guidelines for residential and commercial facilities as well as a standard providing installation requirements for various electronic security systems. NFPA 730, the Guide for Premises Security, describes construction, protection and occupancy features. NFPA 731, Standard for the Installation of Electronic Premises Security Systems, covers the application, location, installation, performance, testing and maintenance of physical security systems and their components. The NFPA is inviting members of the electronic security industry to review the documents and provide comments and proposals of their own. The closing date for public proposals is Jan. 5. Copies of the two drafts can be found at www.nfpa.org/Codes/Drafts.asp.

KANSAS CITY, Mo.: Like Fort Worth, Kansas City is switching to a “no permit, no response” plan to reduce false alarms. Unlike Fort Worth, the plan isn’t being put to a council vote. Kansas City police announced Nov. 18 that as of Dec. 1 they will no longer respond to alarms at addresses that do not have a valid city permit. Police say, however, that the new policy was actually put into effect by a 1997 city ordinance that said officers will not respond to alarm calls without a permit.

DELAWARE: After an effort to become the first state government to levy fines for false alarms failed in June, Delaware state officials say they are going to try to pass a statewide ordinance again in January. Unlike the last time, the alarm industry appears to be lining up behind the new bill. A legislative task force has come up with a plan where alarm owners would be allowed three false alarms per year with no penalty. The fourth false alarm would carry a $50 fine; the fifth a $75 fine; the sixth a $100 fine; and the seventh and subsequent alarms would carry a $250 fine. The Delaware Alarm Association, instrumental in stopping the previous bill, has expressed its support for the new bill. The bill also recommends the banning of automated systems that send alarms directly to police, a one-time state fee for new alarm owners to register their systems and a requirement that alarm owners provide companies with at least two contacts to reach in case of an alarm. The proposal would cover rural areas and communities that do not have 24-hour police departments. The program would be optional for bigger communities.

For more information... please visit the Security Sales & Integration Website at http://www.securitysales.com

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Three Secrets for Closing the Sale

Selling is a profession with potentially very high earnings returns -- but only if you know how to close the sale. Because it is oftentimes difficult to become successful at sales, it is considered one of the toughest professions.

As a salesperson, you need to be thankful that making the sale is so difficult, because if it were easy, the field would be flooded -- and the amount of money you could earn would be greatly reduced. Your job is to find ways to make the sales process easier so that you can become one of the highest paid people in your field, if not the world.

Closing the sale is perhaps the most stressful and challenging part of the sales process. This is where the rubber meets the proverbial road.

Here are three closing secrets:

**The Preference Close**
The first technique is the alternative close, also called the preference close. This closing technique is based on the fact that people like to have choices. They don't like to be given what may sound like an ultimatum to either buy it or not buy it.

To apply this technique, you simply structure your close by saying, "Which of these would you prefer, A or B?"

With the alternative close, whichever one the customer selects, you would have made a sale either way. You should always try to give the customer two choices. Even if you are selling a single product, you can give him two choices with regard to payment or delivery. For example, "Would you like this delivered to your office or to your home address?"; "Will that be MasterCard or Visa?"; "Would you like Widget 26 or Widget 30?"; and so on.

**The Secondary Close**
The second closing technique is the secondary close. This closing technique is a way of helping a customer make a big decision by having him make a small decision that infers the big decision. Instead of asking the customer to go ahead with the product or service, you ask a question about a peripheral detail, the acceptance of which means that he has decided to buy the larger product.

For example, you could ask, "Would you want this shipped in a wooden crate, or would cardboard be all right?"; "Would you like us to include the drapes and rods in the offer?"; "Did you want the standard rims or would you like the customized racing rims on your car?"

In each case, if the customer agrees to or chooses the smaller item, he has indirectly said "yes" to the entire offering. People often find it easier to agree to small details than they do to making a larger commitment, which is why this technique is sometimes called the incremental close, where you get commitment bit by bit to the entire offer.

**The Authorization Close**
The third closing technique is the authorization close, which often is used to conclude multimillion-dollar transactions. At the end of the sales conversation, the salesperson simply asks if the prospect has any questions or concerns that haven't been covered.

If the prospect has no further questions or concerns, the salesperson takes out the contract, opens it up to the signature page, places a check mark where the customer has to sign, and pushes it over to him saying, "Well then, if you will just authorize this, we'll get started on it right away."

The word "authorize" is better than the word "sign." A check mark is better than an X. Offering to "get started right away" is better than sitting there hoping for the best.

However you do it, be prepared to ask for the order in whichever ways seem appropriate at the moment.

For other tips on selling and marketing, visit Oneway Advertising & Design at www.onewayadv.com.

.. Reprinted from Home Technology Products Online newsletter. To subscribe visit http://www.hometechproducts.com/
TBFAA held an enjoyable and informative Presidents Reception and Trade Show where dealers and vendors networked for over 3 hours. Attendees enjoyed a buffet dinner and drinks. Several valuable door prizes were awarded and exhibitors offered show specials on selected items.

**2003 TBFAA Annual Conference Exhibitors**

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<td>First National Merchant Solutions</td>
<td>Kimberly Bonzelaar</td>
<td>817.589-1282</td>
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<tr>
<td>National Alarm Computer Center</td>
<td>Gary Robertson</td>
<td>817.265.0040</td>
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<td>NAPCO</td>
<td>Joe Guernica</td>
<td>800.645.9445</td>
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<td>NBFAA</td>
<td>Merlin Guilbeau</td>
<td>301.585.1855</td>
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<td>Nova Internet Services, Inc.</td>
<td>Chris Russell</td>
<td>214.904.9600</td>
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<tr>
<td>Odyssey Tech</td>
<td>Charlie Neuenschwander</td>
<td>301.291.6000</td>
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<tr>
<td>Richardson Electronics</td>
<td>Helen Jones</td>
<td>713.868.3773</td>
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<tr>
<td>SGI- Texas Systems Supply, Inc.</td>
<td>Lannie Green</td>
<td>210.247.0033</td>
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<tr>
<td>United Central Control</td>
<td>Mark Matlock</td>
<td>210.477.1400</td>
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<tr>
<td>Uplink</td>
<td>Mike Langlois</td>
<td>770.485.2548</td>
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<tr>
<td>Wheelock, Inc.</td>
<td>Brad Buss</td>
<td>732.222.6880</td>
</tr>
</tbody>
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Note - Exhibitors in bold are returning from last year.
Salt Lake City Cuffs Central Station Manager

Peak’s Jeff Howe faces criminal charges; SLC PD claims he filed a false report

By Derek Rice, Security Systems News

SALT LAKE CITY - A central station employee here is scheduled to go on trial in December for filing a false police report as a result of Salt Lake City’s verified response ordinance.

Jeff Howe, central station manager for Peak Alarm, was arrested earlier this year after police were dispatched to a school and determined that there was no cause for dispatch. Under the ordinance, companies are required to dispatch a private guard to the scene to confirm a criminal event before police are called. If convicted of the class B misdemeanor, Howe faces up to six months in jail and up to a $1,000 fine.

According to Ron Walters of the Security Industry Alarm Coalition, who has spoken with Howe and is familiar with the circumstances of the case, an alarm went off in a public school. When Howe called the school to determine if it was a real alarm, a person at the school indicated that there were two unauthorized people in the building. The person at the school asked that police be dispatched, so police were called. Upon arriving at the school, police found no evidence that there had been a crime in progress, so Howe was arrested, Walters said.

Because Howe’s trial was scheduled for Dec. 17, he said he was unable to comment on the case. He referred inquiries to his attorney, Tristan Smith of Salt Lake City, who could not be reached for comment for this story.

Walters said Howe’s arrest was the result of the Salt Lake City Police Department’s desire to make an example out of someone, but that he thinks the plan will backfire because of the company’s resolve to fight the charges. Howe is the son of Peak Alarm’s owner, Jerry Howe. “I really think they picked the wrong one,” he said.

Should Howe be convicted, Walters said, the repercussions for companies who monitor alarms in Salt Lake City, as well as any other city with verified response, could be far-reaching. “Literally, every alarm dispatcher in that marketplace is susceptible to being arrested,” Walters said. “I’m still speechless about the whole thing to be honest.”

Shanna Werner, who heads up the alarm division of the Salt Lake City Police Department, said she could not discuss specifics of the case, but that she hoped Howe would be found guilty. “I’m hoping for the enforcement of our ordinance that it goes well,” she said. “If the jury lets Peak Alarm off the hook, to me that’s a signal to other alarm companies to call Salt Lake City police and tell them whatever they want.”

According to Werner, Howe’s attorney rejected a pre-trial offer of submitting a plea in abeyance. Had Howe accepted that offer, he would have admitted culpability in the case, but in six months, if he didn’t commit any more crimes, that culpability would have been taken off his record.

The main reason Howe rejected that plea, Walters said, may have had a lot to do with the industry in which he’s working. “Part of what happens is if you get convicted of a crime, you can’t be in the alarm industry anymore,” he said. “They’re going after his livelihood. Plus, they’re a company that has guards and I know that if you’ve got a guard company, you can’t have a criminal past.”

Walters, who recently spent several days in the Salt Lake City area working with alarm company representatives and public officials on a proposed repeal of a false alarm ordinance in nearby Murray, said he is not aware of another person having been charged with filing a false police report. “To my knowledge, this is the only one,” he said. “If another case was out there, I would have heard about it.”

What this case boils down to, Walters said, is the police department telling the alarm industry that it won’t respond if a crime has not been committed, which he said is asking too much of central station employees.

Continued on Page 22
TBFAA Adopts New Status With NBFAA

Texas Dealers are Now Free to Join TBFAA without Joining NBFAA, Continued from page 1

Effective January 1, 2004, you will now be billed for membership separately by TBFAA and NBFAA. Each of you can now make your own decision to join one or both associations. Invoices were sent to existing members in late November.

In voting for the change, members did not express problems with the NBFAA or a lack of support for the missions the NBFAA pursues. Many expressed intentions to continue as members of NBFAA even though it is no longer required by TBFAA. Members did agree that permitting companies to choose may financially allow more of the over 2000 licensed alarm dealers in Texas to become a member of TBFAA. The members and leaders of TBFAA hope TBFAA can continue an affiliation with NBFAA and have begun discussions on what form that affiliation may take.

The TBFAA has a proven track record of successfully serving the alarm industry, as well as the citizens of the State of Texas. The enclosed brochure highlights the recent accomplishments of our organization and outlines our goals for the immediate future. In 2004 we will continue our efforts to ensure that the security industry is regulated fairly at the state and local levels. And, a new and exclusive "members only" section on our web site will be expanded to increase the amount and variety of information available to our members.

To accomplish these goals and many others, the TBFAA needs your continued support. We urge you to join or renew your membership in TBFAA today. Help us help you.

TBFAA Adopts Several Bylaw Changes

In addition to the change allowing members to choose if they want to belong to NBFAA, several other changes were approved by the Membership at this year's annual meeting.

The measure to eliminate the subscriber class of TBFAA membership that allowed members to join and receive the newsletter and TBFAA training at member rates without voting privileges or NBFAA membership discounts was adopted. TBFAA currently has no Subscriber members. It was felt that the existence of this category could discourage full participation in the TBFAA by potential members. The newsletter is currently provided to all Texas companies so the major benefit of this category is discounts on training. The time effort and funds of the Members are used to develop and maintain the training classes. Subscriber members who pay a lower fee are receiving the same member discounts as those who have joined and paid at regular member rates.

The proposal to eliminate the requirement that directors be removed automatically based on absence and give the board of directors the ability to deal with each situation on a case by case basis was not approved. Several members pointed out that the current procedure allows board members who are removed based on absence to be reinstated with a vote of the board. They felt that it was easier to reinstate a worthy board member than to raise the issue to remove an absent one.

Members also approved the proposal to adjust the regions specified in the bylaws to include and specify all of counties in Texas. The old bylaws listed the counties that formed the boundaries of each region the amended bylaws now list all of the counties in each region.

The final proposal to allow the President with the approval of the Board to invite a person to serve on the Board who can be of benefit to the Association was also approved. This will allow additional and valuable perspectives, to round out the Board of Directors. Since the Director Emeritus will not have a vote it will not affect the number of votes on the board.
By Mitch Reitman

Being a small business owner is a lonely job. Most small businesses are sole proprietorships or small business corporations with only one owner or shareholder. No matter how competent top employees may be, it is often hard for the "boss" to develop a peer type relationship with his or her employees. One of the biggest issues facing a new business owner is developing the multiple disciplines necessary to run a business. Many brilliant technical owners have trouble marketing their services, while successful marketers may face operational or administrative issues. Another challenge for a business owner is the fear that the work is never done. While most employees have clearly defined responsibilities and receive regular feedback, the measurement of a business owner's effectiveness is somewhat intangible.

Guidance from Trade Associations

Many business owners look to trade groups and professional associations for guidance. These organizations are usually composed of owners and top managers and provide an excellent atmosphere for owners to share common experiences and challenges. Professional associations also provide training and opportunities to enhance management skills. Although professional organizations are definitely beneficial, many owners are reluctant to share too much information, as their fellow members may also be competitors.

Share Common Experiences

Community service organizations such as Rotary International, Optimist Clubs, and Lions Clubs are beneficial as they provide an opportunity to interact with business owners and managers from other industries. They also provide excellent networking opportunities and are a good source of customers, bankers, attorneys, and financial professionals. It is not uncommon for business owners from different industries to form subgroups within these organizations that meet regularly for lunch or dinner to share common experiences.

Advisory Boards

One of the best ways for a business owner to receive guidance is to form an advisory board. Advisory boards are generally made up of acquaintances of the business owner who meet regularly to discuss the owner's successes and challenges. Typically an advisory board would consist of the owner's attorney, accountant, banker, prime vendors, some large customers, and business owners from other industries. I also advise business owners to recruit retired business owners and executives. An advisory board should differ from a board of directors in that it has no legal standing. While board members are charged with managing the company, and may be liable for possible misdeeds, it should be made clear that the advisory board is an informal group whose purpose is to discuss issues and offer advice. Any business owner or prospective advisory board member should consult with an attorney to ensure that the roles are clearly defined and understood. Board meetings should be held twice a year or quarterly, and can be as simple as a casual lunch, or as extravagant as a trip to a resort hotel.

Seek Other Professionals

A business owner that involves his or her attorney, accountant, banker, and prime vendor also benefits, by "keeping them in the loop." Professionals that are involved in the business are better equipped to assist the business in good times and bad. Many banks view an owner's commitment to an advisory board as a positive sign. Bankers recognize that owners with multidisciplinary skills are more likely to operate a successful, growing business.

Mitch Reitman is a CPA and a Qualified Alarm Company Manager. He is a Principal with Security Industry Capital Consulting and can be reached at 817-698-9999.
Membership Application
Texas Burglar and Fire Alarm Association (TBFAA)

Please print or type:

Company Information

Company Name: ________________________________

Physical Address: ________________________________

City: ____________________________ State: ________ Zip: ________

Mailing Address: ________________________________

City: ____________________________ State: ________ Zip: ________

Phone: ____________________________ Fax: ____________________________

Web Site: ____________________________

Date of Application: ____________________________

In Business Since (date): ____________________________

Burglar Alarm License # ______________ Fire Alarm License # ______________

Has applicant previously been a member of TBFAA? [ ] Yes [ ] No

Number of Employees: ____________________________

Sponsor Name: ____________________________

Products and Services Offered

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<tr>
<th>Access Control</th>
<th>CCTV</th>
<th>FM Approved</th>
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<td>Monitored Burglar Alarms</td>
<td>Home Automation</td>
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<td>Monitored Fire Alarms</td>
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<td>Local Burglar Alarms</td>
<td>Telephone Systems</td>
<td>Own a Central Station</td>
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<td>Local Fire Alarms</td>
<td>Security Guards</td>
<td>Provide Contract Monitoring</td>
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<tr>
<td>Central Vacuum</td>
<td>Alarm Response</td>
<td>Structured Wiring</td>
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<tr>
<td>Other Products or Services</td>
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Official Primary Voting Representatives

Name: ____________________________ Title: ____________________________

Email: ____________________________ Direct Phone or Extension: ____________________________

Signature*: ____________________________

Official Alternate Voting Representatives

Name: ____________________________ Title: ____________________________

Email: ____________________________ Direct Phone or Extension: ____________________________

Signature*: ____________________________

* 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 anti-trust statement of the TBFAA as well as support and participate in all the activities of the Association(s) to the best of your ability.

* Fax and e-mail authorization: I hereby authorize TBFAA to send me pertinent documents via fax and 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)

Check | Money Order | MasterCard | Visa | Discover | American Express

Credit Card Holder Information (If Paying with a Credit Card)

Card Number: ____________________________ Expiration Date: ____________________________

Card Holder Name: ____________________________ Card Holder Signature: ____________________________

Card Holder Address: ____________________________

Card holder City, State and Zip: ____________________________

*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
TBFAA Membership Type (check only one)

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

<table>
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<th>Texas Dues</th>
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<td>26 and up</td>
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<tr>
<th>Additional Branches</th>
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<th>Fee Per Branch</th>
<th>Additional Branch Dues</th>
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</thead>
</table>

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

  | Dues | $300.00 |

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

  | Dues | $75.00 |
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.

**ADEMCO's LYNXR-EN** is the breakthrough wireless security system that combines a control panel, wireless receiver, siren and dialer in one sleek, easy-to-install unit. It also includes 3 new features; Voice response during programming, "Follow Me" feature and Lack of usage feature. For more information visit [http://www.ademco.com](http://www.ademco.com)

**Digital Security Controls'** AMA-100 glassbreak detector offers sound analysis with advanced audio sampling and digital processing techniques. Its microphone frequency range provides sound capture at low sound volumes and distances of up to 25 feet. Detecting all common types of framed glass including plate, wired, tempered and laminate, the unit also accommodates different types of frame construction, glass thickness and room acoustics. Other features include: jumper selectable sensitivity range; high-static and transient protection, including MOV circuitry; tamper switch; and test mode jumper to assist installation.

The AHDR DVR Series by **Honeywell Video Systems** is a high-performance DVR line that covers a wide range of needs from standard VCR replacement to digital recording systems that combines the benefits of a multiplexer. Its proprietary compression algorithm provides more storage on a smaller media without sacrificing image quality. Delivering days, even months, of video storage at a rate of up to 60 images per second. For more information on the AHDR Series, visit [www.ademcovideo.com/products/DVR/AHDRSeries.htm](http://www.ademcovideo.com/products/DVR/AHDRSeries.htm)

The new DÉSA8 Digital Video Recorder adds 8-channel capability to the **Bosch** digital product platform. Producing an amazing 120 images per second (IPS), the file sizes range from 3 to 6 Kilobytes for easy storage. For more info visit [http://www.boschsecurity.us](http://www.boschsecurity.us)

**ADI AUTUMN Quarterly Product Catalog 2003** is now available at your local AD branch. Visit [http://www.adilink.com](http://www.adilink.com) for more information

The **Wheelock** website has design software available to download to help you with strobes, speakers, notification applicanes and voice evac systems. For more information visit [http://www.wheelockinc.com](http://www.wheelockinc.com)

Visit the **First National Merchant Solutions** web site [http://www.firstnationalmerchants.com](http://www.firstnationalmerchants.com) for information on the basics of e-commerce.

**Salt Lake City Cuffs Central Station Manager**

.....continued from page 17

“What they’re expecting the alarm company to do is more than screen these calls,” Walters said. “The bottom line is it’s not the industry’s job to figure out if it’s a felony or a misdemeanor or whatever. It’s the industry’s job to figure out if the police are needed. If the occupant feels that the police are needed, then they should be going. That’s what they’re paying their taxes for.”

Walters said he wouldn’t be surprised if, after the criminal trial, Peak Alarm or Howe files a lawsuit against the police department. “There will probably be a civil trial too, but I can’t say that for a fact,” he said. “If it was me, I’d sue the police department.”

This story was reprinted from the SSN Newswire. If you wish to sign up for the SSN Newswire please send an e-mail to ssn_newswire@lists.securitysystemsnews.com and type SUBSCRIBE in the subject line.
Selling an alarm system: Statistics to give customers

Security systems reduce burglaries. Homes without security systems are about three times more likely to be broken into than homes with security systems. (Actual statistic ranges from 2.2 times to 3.1 times, depending on the value of the home.) Losses due to burglary average $400 less in residences with security systems than for a residence without security systems. Source: Simon Hakim, Temple University

Police believe security systems reduce burglaries. Ninety percent of police believe alarms deter burglary attempts. In 1994, the International Association of Chiefs of Police passed a Board Resolution stating that professionally installed and monitored alarm systems are useful instruments to deter crime and provide peace of mind for residential and business owners. The organization also pledged to work with the alarm industry to help reduce the problem of false alarms. Source: International Association of Chiefs of Police, Alexandria, Va.

People feel safe with security systems. Ninety-four percent of alarm owners are satisfied with their alarm systems. Source: Simon Hakim, Temple University

Burglar bars can kill. From 1985 to 1991, an average of 16 people died each year due to burglar bars blocking their exits from burning homes or buildings. Source: Learn Not To Burn Foundation, Quincy, Mass.

Training Schedule

Schedule and Registration Forms Available 'On Line'

Visit [http://www.tbfaa.org](http://www.tbfaa.org) for course descriptions, registration forms and class schedules. We will announce firm dates every three months as the year progresses. Months and cities of later classes are listed for your information.

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<tr>
<td>Dec</td>
<td>Houston</td>
</tr>
</tbody>
</table>

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

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877-431-6208, ext. 3079

*Employees of current Monitronics Dealers not eligible.
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*If you’re Not on this list you are missing out on the Benefits of TBFAA Membership*

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10. All Safe & Sound  
15. Aprotex Corporation  
16. APT Services, LP  
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19. Atlas Alarms  
20. Automated Designs, Inc.  
22. BMA Systems, Inc.  
25. Central On-Line Security  
27. Central Texas Security & Fire Equipmnt, Inc.  
28. CenturyTel Security Systems of Texas, LP  
29. Commercial & Industrial Electronics, Inc.  
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32. Counterforce USA, LP  
33. CozyHome  
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36. DDC Factors  
37. Design Solutions Group, Inc.  
38. Dispatch Center, LTD.  
40. Dixie Safe and Lock Service, Inc.  
41. DSS/Fire, Incorporated  
42. E V Electric & Security  
43. Enco Systems, Inc.  
44. Entech Sales & Service  
45. En-Touch Alarm Systems, Inc.  
46. Entrust Connections, LLC  
47. Failsafe Security, Inc.  
49. First Call Security Systems, Inc.  
50. Gleitz Alarms, Inc.  
51. Grayson Pro-Tech, Inc.  
52. Green Security & Sound Systems  
53. Guadalupe Valley Communications Systems, Inc.  
56. Homenet Solutions, LLC  
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64. JW Gray Electrical Contractors LP  
66. Las Colinas Association, The  
67. Medina Valley Security  
68. Monitronics International  
69. Multilink  
70. Network Multi-Family Security  
71. Noble Enterprises  
72. Notification Systems of America  
73. Omni Alarm Service, Inc.  
74. Paramount Alarm Systems, Inc  
75. Patriot Security Systems  
76. Paul Labute, Inc.  
77. Peoples Communication, Inc.  
78. Pinkerton Systems/ Securitas  
79. Powell Protection Systems, Inc.  
80. Prewire of El Paso, Inc.  
81. Professional Alarms, Inc.  
82. Protection Networks  
83. Protection One Alarm Monitoring, Inc.  
84. Protection One, Inc.  
85. Ranger American of Texas, Inc.  
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87. Riptide Security  
88. Royal Protection Group, Inc.  
89. Sandollar Security Services, LLC  
90. Secure Options, Inc.  
91. Security Alliance Of Central Texas  
92. Security Controls  
93. Security One, Inc.  
94. Sentinel The Alarm Company  
95. Sharp Security Systems  
96. Siemens - Landis Div.  
97. Simplex- Grinnel  
98. Smith Legacy, LLC  
100. Smith Thompson Security Systems  
101. Sontrol of Austin, Inc.  
102. Sontrol of Houston  
103. Southwest Alarm Systems  
104. Southwest Dispatch Center, Inc.  
105. Southwest Securityscan, Inc.  
106. Steelcrest Security  
107. Stroud Security Systems, LP  
108. Tandy Security Systems  
109. Temsco, Inc.  
110. Texas Bank Technologies  
111. Time Warner Home Security  
112. Top Communication Services  
113. Totalcom Management, Inc.  
114. Tutor Security, Inc.  
115. Valance Security Systems  
116. Vanco Protection Services, Inc.  
117. VCS Security Systems, Inc.  
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12. Security Capital Consulting  
13. SentryNet  
14. SGH- Texas Systems Supply, Inc.  
15. Tane Services, Inc.  
16. Telular Corporation  
17. Tri-Ed Distribution, Inc.  
18. Ultrak - ABM Data Systems  
19. United Central Control, Inc.  
20. USI of Southern Calif.  
21. Wheelock, Inc.
North Texas Alarm Assn.

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ADT Dealer Services
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AHS Security, Inc.
Alarm Express, Inc.
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ASG
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BMA Systems, Inc.
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Brink’s Home Security
Bryant Security Systems
CD Tek
Centex HomeTeam Security
Central Alarm Systems, Inc.
Co Serv Security, L.L.C.
Condumex
CSSL Technologies, Inc.
Custom Integrated Systems, Inc.
Customer First Alarm
Dallas Security Systems, Inc.
Datatech Electronics, Inc.
DFW Alarm
Diamond S Services
Digital Security Controls, Inc.
Digital Witness, LP
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Eagle Security Service
Electronic Security Solutions
Entrust Connections, L.L.C.
EV Electric & Security Systems
First Alert Professional
Guardian Alarms, Inc.
Hawk Security Services
Home Protection Centre, Inc.
Hypergraphic Impressions
I-Que Technologies
Integrity Home Systems
Intruder Detection Systems
Key Security Systems
Knight Security Systems, Inc.
Las Colinas Association
Lone Star Cabling Supply, Inc.
M.A.C. Alarms
Marshal Security Systems
Monitronics International
National Alarm Computer Center
National Home Security
Network Multifamily
Notification Systems of America
Nova Internet Services, Inc.
Paramount Alarm Systems
Powell Protection Systems, Inc.
Protection Networks
Ranger American of Texas
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Ritter Fire & Security
Rowell Security Systems
Samsung CCTV
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Secure Options, Inc.
Security Surveillance
Sentinel The Alarm Company
SICC, Inc.
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Smith Thompson Security Systems
Southwest Alarms
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Southwest Securityscan Inc.
Sparks Technologies
Spectrum Alarm Systems, Inc.
Stratagem Advanced Products
Summit Monitoring & Security Systems, On-Guard, Inc.
Talon Security, Inc.
Tandy Security Systems
TCT Insurance Services, Inc.
Texas Fire & Security
Texas Fire Alarm, Inc.
Texas Systems Supply
The Richeson Agency
Top Communication Services Inc.
Tri-Ed Distribution, Inc.
Universal Battery Corp.
Vanco Protection Services

South Texas Alarm Assn.

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

Houston Gulf Coast Alarm Assn.

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

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Revised Fire Codes

The State Fire Marshal's Office recently made some minor revisions to the fire alarm rules found in 28TAC§34.607 by adopting the 2000 edition of the Life Safety Code.

The 2000 edition of the International Building, Fire, and Residential Code, and the 2003 edition of the NFPA 5000 Building Code with the companion NFPA 1 Fire Prevention Code, were added to the list of other acceptable model code sets. Since most Texas cities are adopting the International set of codes, this will permit registered fire alarm contractors to design and install systems consistent with the city’s adopted code. The latest SFMO statute and rules can be found on the internet at www.tdi.state.tx.us/fire/fmlialarm.html.

What Women Want

Preliminary results from a new eBrain Market Research tracking study, "Buying & Using Technology, A Woman's Perspective," sheds some light on how women use, view and shop for technology products. The industry is doing a poor job of creating an environment where women feel confident and at ease. While women are increasingly early adopters, they purchase electronics for different reasons than men, according to the survey. Women don't like to be marketed down to. The idea of using 'female' colors to attract women is counterproductive and not welcome. Style and design are important, but not at the expense of including features [women] need. In fact, according to the survey, most women view the electronics they own as necessities, not luxuries.

Excerpted from Home Technology Products http://www.hometechproducts.com
The Houston Gulf Coast Alarm Association holds membership meetings at Crapittos Restaurant, 2400 Mid Lane on the 2nd Friday of each month from 11:30 am to 1pm. Please use this schedule to make plans and attend as many as you can. Meetings are $15.00 per person. **We welcome any new attendee with a free lunch.**

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**HGCAA Board**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Brian McKinney</td>
<td>Infinity Security</td>
</tr>
<tr>
<td>Vice President</td>
<td>Alan Waghalter</td>
<td>Security Sure Alarm</td>
</tr>
<tr>
<td>Secretary</td>
<td>Rick Strickland</td>
<td>Alarm Response</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Debi Ulmer</td>
<td>North American Security Alarm</td>
</tr>
<tr>
<td>Director</td>
<td>Walter Tutor</td>
<td>Tutor Security</td>
</tr>
<tr>
<td>Associate Director</td>
<td>Phillip Wood</td>
<td>ADI</td>
</tr>
<tr>
<td>Director</td>
<td>Jeff O’Dea</td>
<td>Havins &amp; O’Dea</td>
</tr>
</tbody>
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**Houston News**

Elections were held on October and the new elected officers and board is composed of: President/PP - Brian McKinney, Vice President - Alan Waghalter, Treasurer - Debi Ulmer, Secretary - Rick Strickland, General Director - Walter Tutor, Associate Director - Phillip Wood, Legal Director - Jeff Odea.

Debi will be representing our region for the TBFAA this year. Walter did a great job the last year.

To all that have attended meetings this year you know what we have done to improve our industry by confronting the Houston Fire Permit Issue, our participation in donations and support with confronting verified response challenges in various cities and states. Our support and participation with the TBFAA in legislative changes made this year to protect you and our industry.

To those that have not attended the meetings this year, shame on you. If you want to know what happened, attend the meetings, get involved, become an active part of your industry. Make a difference with your voice and meet your counterparts in the industry.

**Golf Toury News:**

We had a great turnout for the 9th annual golf tournament. 68 registered golfers, 50 got to the tees. The weather was perfect and the greens were smooth. All that after another swamping rainfall threatening to wash us out again. The members of the Golf committee were Kenny Stetz, Ron Settle, and Debi Ulmer. They did a bang up job and had everything running smoothly. Special thanks to our sign in crew of Rick and Janet Strickland. We can count on them to always get there early and stay late. Thank you to all parties involved and the golfers.

**Results:**

- 1st place net went to the All Safe and Sound team of Johnny Hines, Ron Graham, Greg Ray, and Steve Streller.
- 2nd place net went to the Parr Products team of Lee Quigley and Pete Marshall.
- 1st place Gross went to the Conumex/Speco teams of Jonathan Wiener, Craig Shelton, Andy Dufor, and Al Gustofson
- Closest to Pin - Andy Dufor $100.00
- Longest Drive - Al Gustofson $100.00
- Gary Kroll won the party prize drawing of $100.00

Thanks again to all that participated. We have a date set for next year of November 17, 2004.

**Meeting Dates:**

We meet every second Friday from 11:30 am to 1:00 pm at Crapittos Restaurant (www.crapittos.com). Membership and applications can be found at www.HGCAA.org.

We will hold two meetings in December. The regular scheduled meeting on the second Friday and a special Insurance Clarification/Holiday Gathering on December 17th. The insurance meeting will be held from 1 to 5 and at 6:30 our Holiday dinner / gathering will begin.
South Texas Alarm Association held its monthly meeting on Nov. 11, 2003. Bill Parsley, Dispatch Center, Ltd., was re-elected as President, Randy Stowers owner of Stowers Alarms was re-elected as Vice President, and Sandra Barton, with Security One, Inc., was re-elected as Secretary/Treasurer.

This coming year is to be a year of regrouping. The Dealers of South Texas need to be made better aware of the Association and the benefits that membership can bring. We intend to attempt to contact each alarm and fire protection company in this part of Texas to encourage them to become a member of the STAA. We anticipate a great year in 2004.

J.D. Benfer, Vice President of Dispatch Center, Ltd., was re-elected as Vice President of the TBFAA in Houston, and we are proud of his accomplishments in the state association and the committees that he has been on in the past.

Roger Byrd, President of Security One, Inc., was elected the Region 4 Director at the recent TBFAA Annual meeting in Houston. Roger, a past president of the local association in San Antonio, and a past President of the TBFAA will bring a depth of knowledge to the TBFAA Board that will aid in making TBFAA an outstanding state association.

South Texas Alarm Association wishes to thank our friends at SGI, ADI, Richardson Electronics, and TSS for all the assistance they have given over the past few years. We are proud of our supply houses in San Antonio and ask that each dealer give them your thanks also. Without the willing helpfulness of several individuals in the supply world, many of the events that STAA attempts would be seriously flawed and even canceled.

We thank you all very much for your support.

If you live and work in driving distance of San Antonio, we extend to you an invitation to come and join forces with the STAA in building a better tomorrow with the membership of the South Texas Alarm Association.

Bill Parsley, President
On November 4th Chief Bowman provided the following update to the Arlington Mayor and City Council regarding the “no permit, no response” policy for burglar alarm calls, and the increase in alarm permit fees from $10 to $50.

BACKGROUND

“In March of 2003, the City of Arlington’s ordinance governing alarm systems was amended and the fee for residential and commercial alarm permits increased from $10 to $50 effective April 1, 2003. In addition, a policy that required a location to possess a valid permit prior to police response to burglar alarm activations was created. After an initial grace period, the Police Department began enforcing the new policy on July 1, 2003.

During the last year of actual data on alarm revenue under the old system, approximately $283,729 was collected annually. Under the new system, the $40 increase in the permit fee and the requirement to have a permit prior to police dispatch could generate approximately $641,271 in additional revenue annually. Based upon an average of 21,364 active permits, including 13 percent that are exempt from the $50 fee due to senior citizen exemptions, the projected annual revenue is approximately $925,000.

From July through September 2002, the Police Department responded to 5,232 burglar alarm calls. From July through September 2003, the Police Department responded to 21 percent fewer burglar alarm calls than in the same period in 2002. This is the equivalent of six officers per year who are not required to respond to burglar alarm calls. There was actually an 18 percent increase in burglar alarm calls to the 911 center from July through September 2003; however, 33 percent of the total calls had no permit and received no police response. At that call volume, had "no permit, no response" not been implemented, an additional 11 police officers per year would be needed to respond to all burglar alarm calls. Because a preliminary analysis does not reveal an explanation for the increase in total alarm calls to the 911 center, the Police Department will continue to monitor this issue.

CONCLUSION

Prior to enforcing "no permit, no response," residential alarms ranked 1st and commercial alarms ranked 4th in the top ten calls for service. During the first three months of enforcement, residential alarms ranked 5th and commercial alarms ranked 6th on the top ten list. This three month review of "no permit, no response" is clearly inadequate to draw extensive conclusions or predictions about the future. However, for the first time since 1995, residential alarms were not the top call for service.

This 21 percent decrease in the need for police response to burglar alarm calls and the projected $641,271 increase in revenue indicate that the implementation of the "no permit, no response" policy has had a positive financial impact on the City of Arlington.
TBFAA Calendar

December
9  STAA- Membership Mtg- Martha’s Mexican Rest. San Antonio
9  TBFAA Board Meeting- Martha’s Mexican Rest. San Antonio
12  HGCAA- Membership Meeting- Crappitos Rest., Houston
13  Fire Prep Class-Houston
17  NTAA- Membership Meeting- Dallas
18  NTAA- CEU Classes- ADI- Dallas
20-27  Hanukkah
24  Christmas Eve
25  Christmas
31  New Years Eve

January
01  New Years Day
08-11  International Consumer Electronics Show (CES) Las Vegas
09  HGCAA Membership Meeting- Crappitos Rest., Houston
13  STAA Membership Mtg- Martha’s Mexican Rest. San Antonio
15-16  Level 1- ADI- Houston
19  Martin Luther King Day
21  NTAA Membership Meeting- Dallas
23  Fire Prep Class- ADI- Farmers Branch - Dallas

February
05-06  Level 1- ADI- Farmers Branch - Dallas
10  STAA Membership Mtg. -Martha’s Mexican Rest, San Antonio
13  HGCAA Membership Meeting- Crappitos Rest., Houston
13  TXBFAA Board Meeting- Crappitos Restaurant, Houston
14  Valentines Day
16  Presidents Day
17  Fire Prep Class- SGI - San Antonio
18  NTAA Membership Meeting- Dallas
19  NTAA CEU Training- ADI- Farmers Branch
19  CABFAA Membership Meeting- ADI- Austin

March
05  Fire Prep Class- ADI- Houston
09  STAA Membership Mtg.-Martha’s Mexican Rest., San Antonio
09  HGCAA Meeting, Crappitos Restaurant, Houston
17  NTAA Membership Meeting- Dallas
17-21  NSCA Conference- Las Vegas
28-30  NBFAA Meetings- ISC West Show- Las Vegas
19-21  NSCA Exhbhits- Las Vegas
25-26  Level 1- SGI-San Antonio
30  ISC West Show- Las Vegas

Upcoming Training
*  Silent Knight, Brian Griffin - Fire Alarms - December 18, 2003

CABFAA General Membership meetings are held on the Third Thursday of the middle month of each quarter (i.e.: February, May, August, November).
They will be at the ADI Branch office 8200 Cross Park Drive, Ste. B, Austin, Texas, from 11:30 a.m. to 1 p.m..
The CABFAA Board will meet monthly at the same location.

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Prewire of El Paso
Vice President  
Todd Roberts  
Pro Tech Alarms
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