Treasure Awaits You at the TBFAA Convention!

Ahoy Matey!


Join us for:
- Product Exhibits & Tradeshow
- Person of the Year Dinner
- Sales, Business & Technical Classes
- Updates from State Licensing Officials
- Annual Membership Lunch
- Golf Tournament
- Deep Sea Fishing

Texas Burglar & Fire Alarm Association
24th Annual Convention & Expo
October, 20-23, 2010 - Galveston, TX
Southwest Dispatch Center

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## CONTENTS

### TBFAA News

- Top Ten Reasons To Attend The Annual TBFAA Convention  
- Treasure Awaits You at the TBFAA Convention!  
- Convention & Expo Detailed Schedule  
- Convention & Expo Registration Form  
- Member Updates

### Regulatory Tip

- EPA Delays Enforcement on Lead Paint Certification

### Business Tips

- Keep Coverage, Cut Costs  
- Avoid Getting Tied Up With Old Cable

### Technical Update

- Runaway Signals — How they affect .......

### Sales Tip- An Opinion

- What You Do Is Important
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.

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

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"If you’re not networking, you’re not working." -- Denis Waitley, Author, Psychologist and Motivational Speaker

Each year TBFAA offers you a truly unique opportunity to network with your peers. No other event offers what the TBFAA Annual Convention does. Representatives from the Private Security Bureau as well as the Fire Marshal’s office will update you on how you are regulated. TBFAA leaders and our professional lobbyist will preview the upcoming legislative session.

Exhibitors, representing the finest manufacturers, distributors, central stations and service providers, will show you their latest products and services. Training sessions will help you meet state requirements and expand your knowledge. Deep sea fishing, golf and the casino night offer opportunities for fun.

But all of this is not the main reason to come to the convention. Conventions are about networking and building relationships. It is a chance to meet new friends and renew old relationships. In the time of the internet, email and text messaging there is still nothing like face to face contact to build relationships.

These relationships allow you to find the answers that help you grow your business and your life. Meeting your peers and suppliers comes in handy when you need answers or need help. This is what the TBFAA convention is all about - we provide the forum for you to connect.

As a busy CEO of an alarm company with a family, I know all about the demands that are placed on your time. It can be hard to justify giving up time to travel to and attend a convention. But one thing I have learned over the years is that you really can’t afford not to attend. The time you invest will pay you back several fold later with tips and tricks to manage your business, not the mention the value you gain from friendships made.

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Statewide view Calendar

**July**

- 04-05 July 4th Holiday
- 08 HGCAA Membership Meeting - Houston
- 13 STAA Membership Meeting - San Antonio
- 15 NTAA Membership Meeting - Dallas
- 15-16 Level 1 - El Paso
- 21 NTAA CEU Training - Dallas
- 20 Central Texas Chapter Meeting - Austin
- 23 Fire Prep Class - Dallas - ADI

**August**

- 10 STAA Membership Meeting - San Antonio
- 12 HGCAA Membership Meeting - Houston
- 12-13 Level 1 - Dallas - ADI
- 18 NTAA CEU Training - Dallas
- 19 NTAA Membership Meeting - Dallas
- 19 TXBFAA Board Meeting - Dallas
- 20 Fire Prep Class - Houston
- 24 Central Texas Chapter Meeting - Austin
- 26 ADI Expo- Houston
Associations & Chapters

Houston Gulf Coast Association  
Phone: 281.859.4569  
Meets 2nd Thursday of the month 11:30 am - 1:00 pm at Cadillac Bar and Grill, Shepard @ I-10  
POC: Debi Ulmer  p: 281.859.4569  e: debi@dispatchcenter.net

North Texas Alarm Association  
Phone: 214.352.9352  
3rd Thursday of each month. Check website for locations and times  
POC: Brant Pierce  p: 800.683.6773  e: Brant@SouthwestDispatch.com

South Texas Alarm Association  
Phone: 210.402.6262  
Meets 2nd Tuesday of the month. Check website for locations and times  
POC: Mike Schobel  p: 210.564.2601  e: mschobel@asgsecurity.com

Central Texas Chapter  
Phone: 877.908.2322  
Meets the 4th Thursday of the month except Oct & Dec at 11:30 am  
Check website for locations and times  
POC: Brandon Blevins  p: 512.302.1181  e: service@granitesecurity.net

Northeast Texas Chapter  
Phone: 877.908.2322  
Meets quarterly in Longview Area. Plus local meetings will be held in various cities. Check website for times and locations.  
POC: Ty Edwards  p: 903.593.9531  e: tye@ruddcontracting.com

Rio Grande Valley Chapter  
Phone: 877.908.2322  
Check website for times and locations.  
POC: Luis Ortega  p: 956.581.2714  e: firensound@yahoo.com

National Electronic Security Alliance  
Phone: 301.519.9237  
NESA is a federation of state associations, including TBFAA, established to serve and promote the electronic systems industry at the direction of, and through its affiliated state associations.  
POC: Rex Adams  p: 972.437.1213  e: radams@asdsecurity.com

False Alarm Reduction Association  
Phone: 301.519.9237  
FARA is an association of persons working in public safety False Alarm Reduction Units that exchanges information, influences legislation and establishes relationships and partnerships with other groups interested in false alarm reduction. TBFAA is an associate member of FARA.  
POC: Brad Shipp  p: 301.519.9237  e: info@faraonline.org
## 2010 Training Schedule

### Level One

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<td>Jan 28-29</td>
<td>El Paso</td>
<td>Feb 11-12</td>
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<td>Mar 18-19</td>
<td>Houston</td>
<td>Apr 15-16</td>
<td>San Antonio</td>
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<td>May 06-07</td>
<td>McAllen</td>
<td>Jun 10-11</td>
<td>Longview</td>
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<td>Jul 15-16</td>
<td>El Paso</td>
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<td>Sep 16-17</td>
<td>Austin</td>
<td>Oct 7-8</td>
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<td>Nov 4-5</td>
<td>McAllen</td>
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### Fire Prep

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

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### Gain Confidence & Improve Your Skills

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

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Runaway Signals – How they affect your customer, your central station and your bottom line

By Mike Lamb, Director of Human Resources
United Central Control- UCC

Imagine three turnstiles in a subway. Every couple of minutes a passenger deposits a coin and passes through easily. If two passengers approach the turnstile at the same time one courteously offers for the other one to pass then follows him or takes one of the other uses one of the other turnstiles. No fuss. No mess. Only a momentary delay.

Now imagine 300 passengers all late for the same train and all trying to use the same turnstiles within seconds of one another. Pushing, shoving, two, three or four passengers trying to squeeze through the same turnstile leading to even more delays.

This is similar to what happens when an alarm panel goes into what is labeled “runaway” status. A runaway panel is when a panel, for whatever reason, may send repeated constant signals to the monitoring station. Imagine if instead of sending 1 signal every 24 hours the panel sends 24 signals in 1 hour. Usually the number is much greater and can range from 3 to 10 signals per minute.

This creates a number of problems including the fact that even with redundant alarm receivers (think other turnstiles) the panel is bombarding the alarm Receivers so heavily it may delay or even drop legitimate fire, hold up, or other emergency signals from coming. Not only from the account with the runaway panel but also from your other accounts that are not in runaway.

Since these panels often have to be powered down or reset at the location the difficult part is always convincing a subscriber to respond to the location in the wee hours of the morning so you can meet them or walk them through the process of powering down or resetting the system.

The best way to accomplish this is to have language in your contract or service agreement that indicates the subscriber must have someone respond in the event of a runaway if the system can’t be reset remotely. This is particularly important if your subscribers’ systems report on a long distance or toll free line. A runaway panel dialing in several times a minute can quickly run a phone bill into the hundreds of dollars if it is not serviced as soon as possible. This cuts into your profit on that account for the month or over the life of the contract if there is an intermittent runaway condition over several days or months.

Alternatively, depending on the amount of activity from the runaway panel your monitoring station may be put in a position to have to “block” that subscriber’s phone number until someone can respond to reset or power down the system. This means no signals of any kind will get to the monitoring center. Sometimes this has to be done so that when rush hour arrives all the other commuters have an opportunity to get through to their train easily and on time.

Headquartered in San Antonio, Texas, UCC employs a professionally trained staff. One hundred percent of UCC’s central station operators are certified by the CSAA Central Station Operator Level I online course, earning us the CSAA “Five Diamond Central Station” Rating. See their ad on page 10 to find out more information.
Bosch Security Systems, Inc. has introduced a new release of its central station receiver software designed to improve processing of alarm signals modified by Voice over IP (VoIP) or digital phone networks. The new software improves the ability of Bosch’s Conettix D6600 and D6100i Communications Receivers to interpret control panel signals even if they do not meet the formatting requirements of the communications protocol. For more info visit http://www.boschsecurity.us

Digital Monitoring Products (DMP) is pleased to announce that the SCS-VR (Virtual Receiver), an exclusive software-only solution that runs on a server as a virtual receiver for network IP and cellular alarm communications, has received UL listing. The SCS-VR manages all network and cellular alarm signals, supervision, and substitution messages without the maintenance, space, and power requirements of a comparable rack-mounted hardware receiver. For more information please visit www.tri-ed.com and www.klipsch.com.

ADI announced an agreement with KEF America to offer their audio solutions at ADI branches across the country. The comprehensive line of speaker solutions will help dealers deliver complete audio systems for modern home cinema, hi-fi and custom installation applications. For more information about ADI, visit http://www.adilink.com.

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Tri-Ed/Northern Video Distribution is proud to announce its new partnership with premier sound supplier, Klipsch Speakers. As the #1 speaker line in the world, Klipsch offers outstanding, high-performance audio solutions. Klipsch manufactures hundreds of premium sound solutions for every lifestyle, application and budget. The brand’s product portfolio is diverse and encompasses home theater, professional cinema, installed whole-house contracting, commercial, computer speakers, iPod docks and headphones. For more information please visit www.tri-ed.com and www.klipsch.com.

El Dorado is now offering Limited Medical plan for our industry. Limited medical plans have grown in popularity over the past 5 years for several reasons: 1. They are guarantee issue plans with no underwriting. 2. They have no co-pays or deductibles, everything is first dollar coverage 3. They are flexible in design and easy to understand 4. They are affordable benefit offerings that require no contribution or participation requirement from the group or employer. For more information, contact Guy Neuls at 800.221.3386 ext. 233.
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Contributions to the PAC must be made by personal check to:

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**Legislative Support**

TBFAA represents the alarm industry before the Texas Legislature and other governmental agencies. Please visit our website to sign up to become a Team Member.

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“UCC has superlative management and staff. They are the most professional and courteous central station operators I have dealt with in 25 years of business.”
– Ron Settle / Settle Security Services

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An Opinion

What You Do Is Important
By Duane D. Snyder, DSC

Many years ago when I came into the industry I had a friend and mentor that told me, “Duane, if you take care of your customers, the profits will take care of themselves”. Well I don’t mind telling you that coming into the Security Industry from Law Enforcement; this was right up my alley. This was something I could get behind. I was trained for four solid weeks, on our company, the equipment, the designing of a security system, different personality’s profiles, overcoming objections and talking about the customer’s money. I rode with technicians, installed systems, went on service calls and even sat in the call center. Let me tell you, I was thoroughly trained and when I hit the streets…. I was still TERRIBLE… Remember, I was still a COP with no sales experience and not that many people skills, at least the skills that I could apply in a sales position. But what I did have was a solid foundational training program under my belt and a good philosophy that I could believe in.

Consequently through much trial and error and the wearing out of a lot of shoe leather I was able to become somewhat successful in my new endeavor. The first few years went well. I got better and better at speaking with people about their security needs. My closing ratio, which was closely monitored, was well into the 60 percentile. My average installation was over $2000 and the monitoring revenue was what we expected in those days. I even started making what I believed to be big money. I started dressing nicer, driving a nicer vehicle and I don’t mind telling you, getting a little “cocky”. But as is usually the case, reality brings us all back from our foray into grandeur.

One day I was called to a home in a nice neighborhood not too far from my office. When I arrived I saw several vehicles outside the home. It was around 10:00 in the morning and I was surprised that so many people were there considering the fact that it was a work day. When I knocked on the door a gentleman answered. I told him who I was and why I was there. He promptly let me in and the moment I stepped through the door the tension in the room was so thick that it was palpable. The women in the room were crying or had obviously been crying, the men in the room were comforting the women. The gentleman that let me in the home took the initiative and starting showing me the existing security system. He showed me the keypad, the panel, all of the contacts on the windows and doors etc. When I worked up the courage to ask him what had happened he informed me that his sister had purchased this home only a few months ago after graduating college. She moved in only a few weeks ago after doing some remodeling. The night before, an intruder came to the back sliding glass door, pried the door off the track, entered the home and raped his sister.

This hit me like a ton of bricks. All I could think of, was my sister and how I would feel in that situation. The emotion in this man nearly brought me to tears. Well obviously I signed them up for an activation and monitoring of the existing security system. But I could not get this incident out of my mind. I kept putting my sister’s face in place of the homeowner. So as is my standard practice when confronted with an emotional situation, I buried myself in my work. I went back to the office and started scouring old lead cards, move reports etc. Then as I was looking at the move reports I found the address that I had just returned from and with this knowledge, I sank even further into my depressed state.

The reason this bothered me so much was because it was our job as security consultants to review the moves list and go out and knock on the doors of new home owners and encourage them to activate their security systems. None of us really did it because we didn’t get paid as much, there was quite a lot of rejection and it was more fun to work with the new customers.

But what I quickly realized on that day was that what I was doing with my life was VERY SERIOUS, that I could make a difference in this business that I couldn’t make in Law Enforcement. That it wasn’t all about me and how much money I could make. And that it was incumbent upon me, no matter how much I feared rejection, or how much I hated knocking on a strangers door, to do my job to the best of my ability EVERY DAY. I still remember this incident like it was yesterday and the memory drives me to push SECURITY every day.

Duane D. Snyder is Regional Sales Manager for the Western USA for DSC - Digital Security Controls. You can reach him at dusnyder@dsc.com
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Going without workers’ comp coverage can be tempting for an electronic security contractor during a tough economy, but there are safer ways to reduce expenses.

The financial crisis is driving many employers to cut back to the bare necessities. Employers looking for ways to reduce their expenditures may be tempted to overlook the importance of workers’ compensation insurance when defining what the "bare necessities" of their operations entail. But foregoing workers’ compensation coverage could prove to be catastrophic for a company that is ill-equipped to respond to their employees’ work-related injuries.

Before taking the potentially dangerous step of eliminating workers’ compensation coverage, businesses should consider some safer ways to cut costs:

1. **Verify employees are properly classified.**
   Workers’ compensation rates are based on the level of risk associated with job positions. Misclassification of employees could result in a company paying too much for coverage.

2. **Determine if payroll estimates are accurate.**
   Has there been a significant reduction in workforce or operations not currently reflected in payroll estimates?

3. **Review the policy to determine if any other policy changes can be made to reduce premium.**
   The policyholder may be able to reduce their workers’ compensation costs by reducing policy limits or by removing coverages that were added for an additional fee and are no longer necessary such as Waivers of Subrogation or USL&H coverages.

4. **Set up a risk management or loss prevention program.**
   Insurance carriers look favorably upon policyholders with successful loss prevention programs in place and will often offer lower rates. An improvement in the policyholder’s losses helps control claims costs by reducing or eliminating severity of work-related accidents. In addition, the policyholder may be eligible for schedule rating or premium credits and other incentive programs available from the insurance carrier.

The decision to eliminate critical insurance coverages may help reduce expenses, but it can leave an electronic security contractor exposed to unlimited liability and possible punitive damages that negate any savings initially realized. As companies tighten their belts, they should look for ways to adjust spending that will not leave them more vulnerable in an already financially volatile time. Discussing the options above with your insurance professional will help company owners to maintain important coverages for the long-term viability of their firms without sacrificing profits.

Josh Ring is the vice-president of El Dorado Insurance Agency, Inc. For more than 40 years, El Dorado has represented companies to find the best insurance solutions at the lowest premiums possible. Unlike other insurance brokers, El Dorado specializes in offering tailored programs and services to meet the specific and demanding needs of the security industry. For further questions, please feel free to contact Josh at 800-221-3386 or joshring@eldoradoinsurance.com
Avoid Getting Tied Up With Old Cable

By: Roy A. Horn, TBFAA Region 1 Director

Recently we installed a system and reused the old cable. The customer’s old alarm company invoiced the owner for $500.00 to cover the cost of the cable that he says was leased and never owned. This situation led me to research if the owner actually has a legal right to the cable?

I received legal feedback on removing leased equipment and cable that I thought might be of interest to everyone.

1. Verbiage in the Lease agreement is the key. If the word “Equipment” is only used, then removal of cable is a gray area and may have to be established in a court of law (typically Small Claims Court) for that particular incident. A lease should have either a) definition of Equipment and what it includes, or b) verbiage specifically mentioning cable or and its removal.

2. Sheriff’s department will not go to a place of business without a court order. They will not simply go out just because someone asks them to.

3. People providing leases should always file a lien on the property to protect themselves. The statue of limitations on a residence is 3 years, and is 4 years on commercial property. If a lease has been installed for a time longer that the statue of limitations, the Leasor will have a hard time making claim to ANY of their equipment should the building be taken over by anyone like the bank, IRS, or any other lending agency.

Additional statements by the attorney indicated that companies that leased equipment to both residential and commercial customers never remove the cable because of potential legal problems and negative reactions from the customers. The attorney went on to say that you should NEVER interpret another person’s lease and that you should always advise the customer to read their lease agreement and they should deal directly with the leasor so you do not get drawn in as a third party.

As a result of all this we are in the process of revising our lease agreement to address cable in our system and if we use cable from an existing system.

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Top Ten Reasons to Attend the Annual TBFAA Convention

By: Debi Ulmer, TBFAA Convention Chair

1. Come to Learn! - The TBFAA Convention is where industry professionals come to learn about the security and fire alarm business. If you want to learn about alarm business or get better at running your own business, the TBFAA Convention is the place to be.

2. Benefit From Our Experience! - You'll benefit from every one of the 23 conventions that TBFAA has organized before this one. After two plus decades of tweaking, fine-tuning and adjusting, we've established a balance of exhibit sessions and educational programming, of structured and unstructured social sessions that our convention delegates tell us is just right. If it seems like we've crammed a lot of activity into a short period of time, that's by design. We know that your time away from other responsibilities is limited, so we've tried to provide you with as many opportunities as possible to take advantage of this unique opportunity to meet, get to know and learn from your alarm colleagues.

3. Enjoy The Exhibits! - An exhibit floor that has been described as one of the best in the alarm industry. With 49 exhibitors on 8000 square feet of exhibit space, you can negotiate, compare prices, plan the future your alarm business, and have dinner without ever leaving the floor.

4. Learn From Experts Like You! - The single largest gathering of alarm professionals in Texas, all of them willing and eager to talk shop. It's difficult to overstate the expertise and accessibility of the group that will assemble in Galveston during the third full week of October. And it's a group that assembles only once a year and with the specific purpose of sharing their ideas, experiences, successes and failures WITH PEOPLE JUST LIKE YOU.

5. An Historic Hotel! - In 2010, the TBFAA Convention will once again be held at the Tremont House Hotel in Galveston. This truly a beautiful hotel and the perfect venue for our annual trade and business gathering. The hotel's meeting space is ideally suited for the TBFAA Convention. And we've negotiated a heavily discounted sleeping room rate that will offer some welcome savings during these difficult economic times.

6. Expand Your Knowledge! - Unmatched opportunity to increase your knowledge of the key issues and challenges facing security professionals. With intensive seminars, 12 educational sessions and more than 20 different speakers, newcomers and veterans alike will go home equipped with a thorough, well-balanced and comprehensive overview of the future of our industry.

7. Productive Fun! - Networking and socializing opportunities that have been specifically organized and scheduled to help you in your business. All TBFAA social events are built around the premise that you want to get together with old friends, start-forging relationships with new colleagues, reacquainting with old colleagues and most importantly - have fun!

8. Practical Experience! - In addition to the ability to interact and develop relationships with the new members and old-timers, all attendees have a great opportunity to learn the nuts-to-bolts requirements of running a successful alarm business. Although the convention is an important and valuable tool for all security professionals, it is particularly useful to newcomers just getting started in the security business.

9. Updates on State Rules! - Representatives from the Private Security Bureau and the State Fire Marshall's Office will be on hand to discuss industry challenges and field questions from convention registrants.

10. It's Galveston! - Ahoy, Matey! The TBFAA Convention would be useful, educational and fun where ever we had it. But Galveston is our kind of town.
Public Safety News

The NESA – El Dorado Plan Includes:

- General Liability coverage including: Errors & Omissions, Personal Injury, Completed Operations, Care Custody & Control, Independent Contracts and much more!
- Real Conventional Insurance - not a risk retention group
- Coverage thru First Mercury Insurance – Rated “A-VIII” by AM Best
- An Exclusive discount – Only for TBFAA members
- Prompt quotes and simplified application process
- Online Certificates of Insurance
- Free Additional Insured’s
- Guaranteed Timely Insurance filings
- All supervised by a panel of experts appointed by NESA

Other available products include:

- Workers Comp
- Business Auto
- Fleet
- Limited Benefit Health Insurance
- Fidelity Bonds
- Performance Bonds
- Property Insurance

The National Electronic Security Alliance (NESA) was formed to promote communication between state associations, to help them solve common problems and to help them serve their members. Visit www.nesaus.org for more information.

The Texas Burglar and Fire Alarm Association (TBFAA) is a non-profit organization comprised of a large number of professional security and fire alarm companies that operate in the State of Texas. Visit tbfaa.org for more information.

El Dorado specializes in offering tailored programs and services to meet the specific and demanding needs of the security industry.

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Take the Time to Examine Your Insurance

Until you do you will never know

» How much you can save on general liability insurance?
» What your existing plan does not cover?

It takes experience and expertise to match a policy to your budget and your needs

That is why the Texas Burglar and Fire Alarm Association (TBFAA) is offering the National Electronic Security Alliance (NESA)/El Dorado plan. NESA has partnered with El Dorado Insurance Agency to create an insurance plan for alarm industry professionals.

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Find The Right Combination For You

Don't worry...El Dorado Agents will walk you thru the process
Treasure Awaits You
at the
TBFAA 24th Annual Convention
October 20-23, 2010
Tremont Hotel, Galveston, TX

Where: Tremont Hotel
2300 Ship’s Mechanic Row
Galveston, TX 77550
Phone: 409-763-0300
Reserve hotel room by
9/28/10 for special $129 rate
(REG. $250)

<table>
<thead>
<tr>
<th>Attendee Registration</th>
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<tbody>
<tr>
<td>Type</td>
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<tr>
<td>Before Sept 18th</td>
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<tr>
<td>Sept 18 - Oct 6</td>
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<tr>
<td>On Site</td>
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Ahoy Matey!
Plot your course for the Nations Best
Electronic Security & Life Safety
Convention

TBFAA Person of the Year Dinner
Per Person - Member - $25 - Non-Member - $45
Table Sponsor - Member - $160 Non-Member n/a - for Includes Dinner for
8, Recognition in Dinner Program, signage and on screen during dinner.

Casino Night Back By Popular Demand
Attendees at this years trade show will receive a booth
card listing all the exhibitors.
Attendees who visit each booth and get a sticker from
each exhibitor will be able to turn in their card for ca-
sino chips to be used in the casino night. Additional
chips will also be available for purchase. Each exhibi-
tor will also receive chips.
At 11pm the casino night will end and participants will
be able to use their winnings in an auction for valuable
items.
Donated items will be displayed during the casino
night along with signage to recognize the contributor.
Popular items in past auctions have included gift cards
for retail stores or restaurants and tools, DVD players,

Treasure Awaits You
GALVESTON
* ISLAND *
Where the Texas Coast Begins.

Make sure to fill out and fax in the registration form included in this brochure.
Be Sure to Join us at This Year’s Show!
www.tbfaa.org - For questions call—877-908-2322
“Since the Renovation, Repair and Painting (RRP) Rule became effective on April 22, 2010 concerns have been raised by the regulated community regarding difficulties experienced in obtaining the rule required certification and renovation worker training.

Acknowledging those concerns and to facilitate the transition to full implementation of the RRP Rule, EPA will offer additional and sufficient time for renovation firms and workers to obtain the necessary training and certifications to comply as follows:

* Until October 1, 2010, EPA will not take enforcement action for violations of the RRP Rule’s firm certification requirement.
* For violations of the RRP Rule’s renovation worker certification requirement, EPA will not enforce against individual renovation workers if the person has applied to enroll in, or has enrolled in, by not later than September 30, 2010, a certified renovator class to train contractors in practices necessary for compliance with the final rules. Renovators must complete the training by December 31, 2010.”

Information concerning lead-safe work practices can be found at http://www.epa.gov/lead/JpubsIrenovation.htm#regui rements.

For a copy of the memo visit -
http://www.epa.gov/lead/pubs/giles_RRP_memo.pdf
## TBFAA 24th Annual Convention & Trade Show
### Detailed Schedule

#### Wednesday 10/20
- **1:30 pm - Golf**: See the Golf Registration form for details

#### Thursday 10/21
- **8-9am - Breakfast**
- **9-10:30am - Making Cents of Tax Law - Mitch Reitman, SICC**
- **9-10:30am - CYA with Contracts - Instructor TBA**
- **9am- Noon - TBFAA Instructor Meeting**
- **10:30am - Designing Your Business to Sell - Mitch Reitman, SICC**
- **10:30am - Noon - HR - Q&A - What You Don’t Know Can Hurt You - Instructor TBA**
- **Noon - 1pm - Lunch for Class Attendees**
- **1-2pm - Ethics - Bill Parsley, Dispatch Center, LTD**
- **1-2:30pm - Code Update - Rodney Hooker, Dispatch Center, LTD**
- **1-5pm - When the Selling Gets Tough - The Tough Get Selling! - Troy Elmore, Sadler Training**
- **1-5pm - NESA Board Meeting**
- **3-4pm - National Electrical Code - Gary Dawkins, Response Center USA**
- **4-5pm - Keeping Your Customers - Malcolm Reed, Southwest Dispatch**
- **6-7pm - Presidents Reception**
- **7 - 10pm - TBFAA Awards Dinner**

#### Friday 10/22
- **8-9am - Breakfast**
- **9-10:30am - Fire Updates - Mark Redlitz, TX State Fire Marshal’s Office**
- **10:45-11:45am - TBFAA & Legislative Updates - Dean McWilliams, McWilliams & Associates & Rodney Hooker, TBFAA Legislative Chair**
- **Noon - 3pm - Annual Meeting & Lunch**
- **3-4pm - Private Security Updates - Captain RenEarl Bowie, Manager of the Private Security Bureau**
- **4-7pm - TBFAA Trade Show & Dinner**
- **7-11pm - Casino Night**

#### Saturday 10/23
- **9-10am - Farewell Breakfast**
- **9am - noon - TBFAA Board Meeting - Space is limited - contact TBFAA if you would like to attend**
- **9am - Noon - Deep Sea Fishing**
  - **Note: Cost will be $60 per person - We will contact those who register for Fishing separately with details**
- **Noon - TBFAA Board Lunch - Space is limited - contact TBFAA if you would like to attend**
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...so I can take care of business out there!

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## SPONSORIZATIONS

We would like to sponsor the following: (Circle One)

<table>
<thead>
<tr>
<th>Sponsorship</th>
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<tr>
<td>Class ~ $500</td>
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<tr>
<td>Presidents Reception ~ $1900</td>
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<tr>
<td>Friday Breakfast ~ $1350</td>
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<tr>
<td>Friday Lunch ~ $2200</td>
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## ATTENDEE INFORMATION

**Please check the sessions each attendee will attend.**

**NOTE:** Do not register for two concurrent sessions.

### Attendee #1
- **Name:**
- **Email:**

### Attendee #2
- **Name:**
- **Email:**

### Attendee #3
- **Name:**
- **Email:**

### Attendee #4
- **Name:**
- **Email:**

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## EVENT SCHEDULE

**Thursday, 10/21**
- **8-9am:** Breakfast
- **9am - Noon:** TBFAA Instructor Meeting
- **9-10:30am:** Making Cents of Tax Law
- **10:30am:** CYA with Contracts
- **10:30am:** Noon - Designing Your Business to Sell
- **10:30am:** Noon - HR & QA - What You Don't Know Can Hurt You
- **Noon-1pm:** Lunch
- **1-5pm:** NESA Board Meeting
- **5-7pm:** TBFAA Person of the Year Dinner

**Friday, 10/22**
- **8-9am:** Breakfast
- **9-10:30am:** Fire Updates
- **10:45 - 11:45am:** TBFAA & Legislative Updates
- **Noon-3pm:** Annual Meeting & Lunch
- **3-4pm:** Private Security Updates
- **4-7pm:** TBFAA Trade Show
- **7-11pm:** Casino Night

**Saturday, 10/23**
- **8-9am:** Farewell Breakfast
- **9am-Noon:** Deep Sea Fishing - Additional Cost $60 per person
- **9am-1pm:** TBFAA Board Meeting & Lunch

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## FEES

### Attendee Food Fee (Per Person)
- **Thursday Lunch & Reception, Friday Continental Breakfast, Lunch & Dinner and Saturday Continental Breakfast:**
  - **Type:**
    - Before Sept 13th: $100
    - Sept 13 - Oct 6: $125
    - On Site: $150
  - **Member:**
    - $100
  - **Non-Member:**
    - $125

### Annual Person of the Year Dinner
- **Single seat - Member $25 Non-Member $45**
- **Table for 8—$160**

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## TOTAL FEE

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## CREDIT CARD CHARGES

- **Card Number:**
- **Cardholder Name:**
- **Cardholder Signature:**
- **Address:**
- **City, State & Zip Code:**
- **Exp. Date:**
- **Verification #:**

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---

**Mark Your Calendars**

**TBFAA Annual Convention & Expo, Galveston, TX**

**October 20-23, 2010**

For more information visit

[www.TBFAA.org](http://www.TBFAA.org)

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Texas Burglar and Fire Alarm Association
3880 Hulen St., Suite 650
Fort Worth, TX 76107