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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.

The TRANSMITTER is published by the Texas Burglar and Fire Alarm Association, a Texas not for profit association.

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www.TBFAA.org
Message from the President

Chris Russell

The way we communicate with others and with ourselves ultimately determines the quality of our lives.
- Anthony Robbins

The Transmitter has always been all about communication. If you think about it, communication is one of the main reasons for the TBFAA. At TBFAA, we continue to work to bring you more information. We will continue to monitor the industry and our state to keep you up to date.

This edition of the TBFAA Transmitter is the first under the supervision of our new volunteer Editor - Mary Edmonson. Mary brings many years of industry and association experience to her new role and we are very thankful to her and her employer - United Central Control for donating her time and expertise.

With Mary’s help, we can continue to include more information to help you and your business grow. Our goal is to bring you updates on local, state and national - laws and regulations, the latest on technology, news about the industry and tips on legal, sales and business matters.

As a result of Mary’s effort you will see more articles in this issue from industry experts. On behalf of TBFAA, I thank them for their time and effort to help inform and educate our industry.

With your help we can do even more. If you have an idea about what we should be covering please let us know or if you or someone you know would like to write an article for Our Transmitter - drop us an email at editor@tbfaa.org.

Statewide view Calendar

April
07 HGCAA Membership Meeting - Houston
08 HGCAA Golf Tournament - Houston
13 STAA Membership Meeting - San Antonio
13 TXBFAA Board Meeting - San Antonio
15 NTAA Membership Meeting - Dallas
15-16 Level 1 San Antonio - TriEd
21 NTAA CEU Training - Dallas
20 Central Texas Chapter Meeting - Austin
23 Fire Prep Class - Dallas

May
04-07 FARA Training Symposium Buffalo
06-07 Level 1 McAllen- InAlert
11 STAA Membership Meeting San Antonio
13 HGCAA Membership Meeting Houston
14 Fire Prep Class Houston- ADI
19 NTAA CEU Training Dallas
20 NTAA Membership Meeting Dallas
25 Central Texas Chapter Meeting Austin
31 Memorial Day Holiday
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

**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
By Debi Ulmer, HGCAA President

We get together at the Cadillac Bar & Grill at I-10 and Shepherd from 11:30am to 1:00pm. If you haven't attending a meeting in a few years things have really changed. We would enjoy having you come back and visit a few old friends and make a few new ones. Our attendance has grown and we now have attendance from several of the other regulated industries and received updates from ASSIST, TLA and the local governing bodies. PSB has someone in attendance to discuss any concerns you have may have privately before or after the meeting. New and pending rules and laws are discussed during our regular meeting.

Our up coming events are:
- April 7 Member Meeting (special date)
  Harris County Sheriff Adrian Garcia
- April 8 Annual Golf Tournament
- May 13 Member Meeting
  Optio Solutions Debt Collections
- May 14 TBFAA Sponsored Fire Prep Course
- June 10 Member Meeting
  City of Houston Permitting Department

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First we must realize that we no longer enjoy the standardization of the telephone company. The days of good old Tip and Ring standard being the same everywhere are almost gone. In the past, our sales and technical teams could always rely on connecting to an RJ jack and be done. If we had a problem with security products communicating signals or making connections to these products remotely, the trouble shooting process was fairly straight forward. The best thing was the phone company maintained strict standards and installation practices that we could count on.

Today’s networks are designed, installed and maintained by many different individuals including those who are not qualified or properly trained. The “IT person” for a small business or home might be the owner or a family member. Some home owners and businesses use a computer service company to serve and maintain their network needs. Of course, some locations have a professional staff of IT personnel on-site to provide network solutions and ensure performance for maximum productivity. Your sales and technical staff will interact with all of the above and find that these homes and businesses are not obligated to notify your company when they make changes to their network system. On occasion, these changes can result in unnecessary service calls where you end up losing money and time.

Think differently about your sales practices: You should approach the sale of security equipment from the communication side of the equipment and then build the security system on the communication foundation. Your company should create a network communication’s form/s that will capture all the pertinent information needed for each type of equipment being presented to the potential customer.

The following are some sample questions that could be included in a communications form to be answered and recorded for each and every location:

1. Who are the Network Administrator/Computer Company and what is the contact information including day, night and weekend phone numbers?
2. Who is the Security Director and what is his/her contact information including day, night and weekend phone numbers?
3. Who is the Owner/Manager and what is his/her contact information including day, night and weekend phone numbers?
4. list all types of communication lines at their facility i.e., Cable DsL T1 POTS Other______
5. Who provides the services and their customer service contact numbers
6. How many IP addresses does the customer have for security use?
7. What is the speed of the Network and what is the average percentage of bandwidth being used prior to your equipment being installed?
8. Did you receive or draw a topology map of the network system?
9. Will you be using a Dynamic, DHCP address for security equipment?
10. Will you need a DDNS service for tracking the Dynamic IP address?
11. Does the equipment require a Static IP address?
12. Do you have to have ports opened for your equipment to operate?
13. Have you provided network requirement instructions in writing for the IT department?
14. Will your security equipment be connected to the firewall (NAT) router or an interior router?
15. Are all routers and devices where you are routing data through backed up by an UPS?

Have you presented the customer with the opportunity to purchase a UPS power supplies for their network devices?

Continued on page 9
New Sales and Technical Strategies for Communications Continued

Think differently about your installation practices: Most installers in the past, when POTS was the primary communication path, would install the system and when completed test signals to the Central Station or remote connect to the equipment for programming. When installing and working with network systems that might present communication path problems, have your installation crew temporarily set the security equipment up at the beginning of the installation. If you experience communication problems through the network, it will give the installation crew time to alert the IT personnel to assist in resolving the problem. Then you can start the installation of the security system. Testing network communications at the end of the installation usually results in overtime or return for another day of unscheduled work to resolve the communication problem.

Your installation and service personnel should carry different color Cat-5 cables in order to distinguish your system cable from the cables at the job site. If the majority of the cables at the job site are gray you should use white. Using a different color and tagging your cable will assist your service personnel in locating your cable among the others, reducing service time.

Your installation staff should consider placing decals on all network devices your equipment communicates through, warning all personnel that they should call your company prior to disconnecting, defaulting or replacing the network equipment. If the network equipment they are about to disconnect, default or replace has specified ports opened, their action could cause your equipment to have a communication problem and an unwanted service call.

Since homeowners and businesses are able to modify or change their network system without notification, you will want to become aggressive in mounting the best possible visual marketing campaign to reach all individuals within the home or business so that they are conscious of network changes that might affect their security and to notify your company immediately in order to reduce cost of service.

Dave Combes is Director of Commercial Sales Development at Honeywell Security.

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How do you rate your central station?
The Scoop on Lead Paint
By Chris Russell, TBFAA

Question

To: Tsca-hotline@EPA, Mike Wilson/DC/USEPA/US@EPA
From: Chris Russell
Date: 03/07/2010 05:26PM
Subject: Question related to lead based paint.

Re: 40 CFR part 745, subpart E

I am the owner of an Alarm Company (238210) that sometimes sells and installs alarm systems for homes, schools, and daycare facilities. In most cases a typical new alarm system installation would not disturb more than 6 square feet of paint. However, I am searching for some clarification on Title 40, Part 745. Specifically; does a new alarm system installation that disturbed less than 6 square feet of paint in a room be considered minor repair and maintenance as defined in 745.83?

§ 745.83 Definitions Minor repair and maintenance activities are activities, including minor heating, ventilation or air conditioning work, electrical work, and plumbing, that disrupt 6 square feet or less of painted surface per room for interior activities or 20 square feet or less of painted surface for exterior activities where none of the work practices prohibited or restricted by §745.85(a)(3) are used and where the work does not involve window replacement or demolition of painted surface areas. When removing painted components, or portions of painted components, the entire surface area removed is the amount of painted surface disturbed. Jobs, other than emergency renovations, performed in the same room within the same 30 days must be considered the same job for the purpose of determining whether the job is a minor repair and maintenance activity.

Thank You,
Chris Russell

Answer

Chris,

If you’re working in a pre-78 home or child occupied facility the rule wouldn’t apply if-

1) You disturb less than 6 square feet of paint per room for an interior job, or less than 20 square feet of paint for an exterior job.

AND

2) The project doesn’t involve window replacement or demolition.

AND

3) The project doesn’t involve work practices prohibited by the rule. The practices prohibited for use on lead paint include open flame burning, the use of heat guns >1100 degrees, and power tools without HEPA exhaust.

Mike Wilson
U.S. EPA, Office of Pollution Prevention and Toxics
National Program Chemicals Division

Page 2 of the EPA Guide “The Small Entity Compliance Guide to Renovate Right EPA’s Lead-Based Paint Renovation, Repair, and Painting Program” details the activities that are excluded and not subject to the rule:

- Housing built in 1978 or later.
- Minor repair and maintenance activities that disturb 6 square feet or less of paint per room inside, or 20 square feet or less on the exterior of a home or building.

For a government guide on the new rules visit www.epa.gov/lead/pubs/sbcomplianceguide.pdf
Transmitter Ads Increase Recognition in Texas for Security Companies

By Dave Simon, TBFAA Regional Director

Ads placed in TBFAA’s Transmitter help companies in the security industry build name recognition and improve their credibility, said Malcolm Reed, Director of Sales for Southwest Dispatch Center, Richardson, TX. The Transmitter goes to over 2,200 dealers throughout Texas, and covers the entire state, from the major urban areas to the far reaches of West Texas.

That coverage, according to Reed, is invaluable. In addition to building name recognition for Southwest Dispatch, Reed indicated that after they placed their ads, “we got calls from remote parts of the state. They recognized the name of our company from ads in the Transmitter.”

What does the Transmitter offer companies doing business in the electronic security industry? “It’s an informative publication that comes out four times a year, and a fifth for TBFAA’s annual convention,” said Reed, who also serves as TBFAA Treasurer. “It covers industry-specific issues in Texas, and that’s where companies in the state focus their efforts, and is a go-to resource for products and services that we utilize in running an electronic security company.”

“It also helps you keep up-to-date with events that affect our industry, whether it’s national, state or local,” he continued.

As a targeted vehicle to deliver information to companies looking for electronic security services, the Transmitter goes out to the markets advertisers would be looking to reach: Monitoring companies; alarm installation firms; integrators; and distributors. There is a lot of potential buying power in the state, according to Reed, and the Transmitter services those potential customers.

Texas has three cities in the top ten of population in the United States (Houston, San Antonio and Dallas), and three more in the top 21 (Austin, Fort Worth and El Paso).

With 2,200+ dealers covering the state, that works out to roughly 10 cents per dealer to reach these dynamic markets. In addition to the size of these cities, Dallas-Ft. Worth-Arlington and Houston-Sugar Land –Baytown are ranked respectively as the second and third fastest growing metro areas in the U.S.

“This means you can present your product or service to a large group of potential customers,” Reed explained. “By advertising, you can secure new dealers for a fraction of the cost of putting a sales rep on the road. For example, a $650 specialized full one-page ad is less expensive than one week of travel time for a sales representative. It’s a cost effective way of getting in front of the dealers.”

In addition to getting your product or service in front of potential customers, the Transmitter also features upcoming regional events and meetings, including TBFAA’s annual meeting. Local and regional meeting updates are provided in the quarterly publication. “It helps you keep tabs on what is happening in the rest of the state,” Reed observed.

For information on advertising in TBFAA’s Transmitter, visit www.tbfaa.org or contact Brad Shipp, at bradshipp@4yoursolution.com, or at 877.908.2322

By Dave Simon: Dave writes a weekly newspaper column you can access at www.justwrite15.wordpress.com.
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Top Ten Ways to Improve Your Safety Program

By Josh Ring
EL Dorado Insurance

You know those magazines they keep at grocery store checkouts? The covers are full of headlines like, “Top 10 Ways to Get in Shape” and “Earn More Money in Five Easy Steps.” There’s a reason these magazines are so popular: They give busy readers helpful, and sometimes not so helpful, tips in an easy-to-read format.

With that in mind, here are ten tips to help busy Electronic Security Industry employers like you improve your safety program, increase your productivity and control your claim costs.

1. **Focus on safety early.** Safety training should be a key part of your new-employee orientation process. Do not let employees start work until they understand the hazards of the job and demonstrate that they can do each task safely. Safety training is also important for current employees who take on new tasks.

2. **Practice behavior-based safety.** Behavior-based safety programs are all-inclusive. Everyone, from the president to front-line employees, works proactively to identify and eliminate hazards. Employees are accountable for not only their own safety, but also their co-workers’ safety.

3. **Track your accident trends.** Speak with your agent regarding your losses to see if any common losses are occurring. If you are a Texas Mutual customer, you can use the online loss run and claim detail tool to find out which job tasks and areas of your facility have experienced the highest number of accidents.

4. **Account for language barriers.** In 2005, Hispanics accounted for 40 percent - a 33 percent increase from 2004 - of workplace fatalities in Texas, according to the Texas Department of Insurance Census of Fatal Occupations Injuries. If you have employees who do not speak English, use more pictures and fewer words to get your message across. Teach your supervisors conversational Spanish, or ask bilingual employees to interpret safety messages. Make sure Spanish-speaking workers understand that it is OK to report unsafe conditions and ask supervisors to repeat instructions to their teams.

5. **Remember young workers.** Every summer, millions of teenagers pound the pavement looking for work. If some of them land on your doorstep, remember that they are often inexperienced and scared to ask questions. One of the best things you can do to help them stay safe on the job is simply be approachable. Just like with Spanish-speaking workers, make sure teenagers believe that nobody will reprimand them for pointing out hazards or admitting they do not understand safety procedures.

6. **Fight substance abuse.** Alcoholics and drug addicts don’t always leave their problems at the door when they report to work. Employees who abuse substances may put themselves and their co-workers at risk of being involved in workplace accidents. You can clean up the problem by launching a “zero tolerance” substance abuse policy. Your policy may combine pre-employment drug testing with “for cause” and random testing for current employees. Consult an attorney before you launch a substance abuse policy to ensure you comply with all laws.

7. **Hire effectively.** Good hiring practices can help you weed out the type of employees who abuse substances and ignore safety practices. Good hiring practices include thorough background and reference checks, post-offer physical exams and drug screening (see number six). Make sure your hiring process complies with the Texas Labor Code and Americans with Disabilities Act. The Texas Department of Public Safety offers criminal history checks at http://records.txdps.state.tx.us.

8. **Investigate accidents.** Every gardener knows you have to pull weeds out by their roots. The same goes for workplace accidents. Your first priority when accidents happen is getting appropriate medical attention for the injured worker. Afterward, investigate the accident as soon as possible to uncover and correct the root causes. Treat near-misses, which are accidents that almost happened, the same way.
## 2010 Training Schedule

Here’s just some of the many TBFAA Training Courses Available:

### Level One

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

### Fire Prep

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### Gain Confidence and 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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Sales Tips

Sell the Difference

By: Doug Rieman, Digital Monitoring Products

Sales is one of those professions in which your time in the industry is directly proportional to the amount of good advice you’ve forgotten. To say it a different way, it’s amazing to me how often I hear something I already knew, thought it was a good idea then, used it and it worked great, but for some reason, I don’t do it any more. Why? Who knows. One thing is for certain; that there are plenty of good, solid sales practices that we’ve all heard of and agree with but, for whatever reason, are not applying today. That being said, I’d like to remind you of one of those most basic principles as it seems very relevant to selling alarm systems in the competitive markets that you, the dealer, are in.

Let’s assume we all know, or at least remember, that selling on quality versus selling on price is always a better path to take. That’s easier said than done, and this is almost always the hardest detour to avoid. It’s too easy to get sucked into the price argument and try to win there. It’s certainly possible to earn the bid there but, as someone once said, “Is that the hill you want to take your stand on?” I know a war analogy may be over the top, but it sometimes does have that feel, doesn’t it? So, if you find yourself mistakenly standing on “Price Hill” with fallen comrades/objections all around you and only three bullets in the chamber, remember this. Sell the difference.

Here’s the analogy that will bring this home. In Zig Ziglar’s book, “Secrets of Closing the Sale”, he tells of the time he and his wife decided to buy a home in Dallas in 1968. They had decided a maximum price they could pay, and had even anticipated something that would “knock their socks off” and figured in a buffer amount over and above the maximum that they could justify if they just had to have it. So, armed and ready, Zig goes to work and his wife goes house-shopping. After only seeing two homes, she finds their dream house which, as you might expect, was above their maximum and even $18,000 above their “buffer” ($18,000 in 1968 dollars remember).

That night, Zig and his wife go to see the “dream house” she’s told him about (told him all except the price). He’s equally impressed. She walks him through, pointing out where they could place furniture, imagining breakfasts in the kitchen, even pointing out the available yard space for the pool they’ve always wanted. Mid-way through, he suspects they are looking at a house beyond their means. When pressed, his wife reveals that yes, the house was indeed $18,000 over their buffer maximum. But, she pointed out, the $18,000 over the course of a 30-year mortgage amounted to just $600 per year. Additionally, that $600 per year would amount to only $50 per month. In fact, if you broke it down, that $50 per month would come to only about $1.70 per day. Now there’s a sales technique called “reduce to the ridiculous” that’s being used right here, but that’s not the point. Zig’s wife did close the sale and they bought the house. But it wasn’t “reducing to the ridiculous” that closed the sale. That was just a means to an end. She only sold the difference between their agreed-upon maximum and the dream house price.

When you’re in a competitive sale against another dealer for a job, it typically does not take a lot of research or questioning to determine the price they’re willing to pay. If your bid is $1000 higher than your competitor’s bid, don’t try to sell the whole price. Sell the difference. Don’t even talk about the whole price. They’ve already agreed that they are willing to spend x amount for the job. You should only be focused on selling the difference between you and your competition. When you’re selling DMP products, there are plenty of benefits that we offer that your competition cannot offer. When your presentation takes this turn into price, remember that you don’t have to justify the entire $3000 job versus your competitor’s $2000 bid; you only need to sell $1000. The rest is up to you.

Doug Rieman of Digital Monitoring Products is an associate member and may be reached at 785.836.2812. Or visit his web site www.dmp.com
9. Prepare for emergencies. Natural disasters are among the few hazards that employers in all industries face. Make sure your employees know exactly what to do during a fire, tornado or other emergency. If you have more than 10 employees, the Occupational Safety and Health Administration requires you to have written emergency preparedness procedures. To find out what information your procedures must include, click here.

10. Use online safety tools. Many workers compensation carriers offer these services free to their policyholders. Texas Mutual has free tools you can use to improve your program. It includes a multimedia library of DVDs, videos, pamphlets and other training materials.

When Accidents Happen
Any employer can use these tips to improve their safety program. Of course, injuries are bound to happen, even in the safest workplaces. When they do, you can help control their costs by carefully managing your claims.

Start by reporting injuries as soon as possible. The quickest way to report an injury is online, if available. You can also help injured employees get back on the job by creating a return-to-work process that includes alternative productive work.

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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
Treasure Awaits You at the TBFAA Convention!

By Debi Ulmer, TBFAA Convention Chair

Conventions are worked a year or so in advance. We look back at the previous year and plan accordingly. We have been moving the convention around the State since Hurricane Ike devastated Galveston back in 2008, but this year we are back on Galveston Island.

The Tremont Hotel has been restored to her full glory and her history has been well preserved. Each year our attendance has grown and hopefully this year, we will break the 300 attendee mark. This year we will have 49 booths available so please reserve your spot early.

One of the most exciting and fun events that we have added over the past 3 years is The Person of the Year Award Ceremony. This award is given to those that have unselfishly and overwhelmingly given to our industry to improve it for all. The first recipient was Malcolm Reed, followed by Rex Adams and last year it was Rodney Hooker. The awards ceremony is immediately following the President’s reception. The ceremony consists of dinner and “roast and toast” of the recipient. Friends and family are invited in their honor, and to participate in the “roast”. I’ve been told over the past few years that this is one of the most fun events of the entire convention. There is a committee that reviews all applicants that are submitted for the Person of the Year Award, so if you have a person in mind, please contact Chris Russell or Brad Shipp. Now lets take picture tour looking back over the last 3 years…….
Treasure Awaits You at the TBFAA Convention! - Continued
TBFAA Convention

TBFAA 2010 Convention & Expo
Galveston - October, 20-23, 2010

Your Best Chance to
* Meet with State Regulators
* Get Legislative Updates
* Attend Business Oriented Training
* Meet with Your Peers

Schedule

Wednesday - October 20th, 2010
Golf

Thursday - October 21st, 2010
Classes & Awards Dinner

Friday - October 22nd, 2010
Updates, Classes, Membership Meeting, Trade Show & Casino Night

Saturday - October 23rd, 2010
Farewell Breakfast & TBFAA Board Meeting

Location

Tremont Hotel
2300 Ship’s Mechanic Row, Galveston, TX 77550
Phone: 409-763-0300

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About the Hotel

The historic Wyndham Tremont House Hotel is located in The Galveston Strand District, one block from the main street, and just a few blocks walk to the beach. Explore and stroll to nearby shops, restaurants, galleries and attractions; or catch the trolley to the beachfront. Our hotel now includes a new Tremont Café which features Starbucks® coffee, pastries, a pizza oven, gourmet sandwiches, salads, soups and desserts. The new café features 42-inch plasma televisions, Internet booths, complimentary Wi-Fi and printing capabilities.

Casino Night Back By Popular Demand

Attendees at this year's 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 casino chips to be used in the casino night. Additional chips will also be available for purchase. Each exhibitor 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, remote controls and other electronics.
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Ask for Your Member Discount

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.

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.

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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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