Can They Hear It Now?

See Page 14—For Details on New NFPA Requirements
Video Monitoring Solutions

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**General News**
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- Join Us In Galveston
- Can you hear it now: Low frequency tones a new requirement for smoke, CO detectors
- Does Anyone Have Any Ideas or Opinions?
- CYBER IS SCARY!
- 2014 Training Schedule
- Report: 68 percent want to use security cameras for operational improvement

**Member News**
- COPS Monitoring Named Central Station of the Year
- UCC Adds 20,000 Accounts
- Tri-Ed Welcomes SmartTek Systems As New Vendor Partner

**TBFAA 2014 Convention**

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**TBFAA Thanks**

**TOS Security & Investigations**

For providing guards at the TBFAA Exhibits in 2011

**Bob Burt**

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Texas Dept of Public Safety

Private Security Bureau

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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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know, at least I wasn’t aware of it until last October, is that people that volunteer to become instructors are not donating their time. People that become qualified to teach the courses that we offer are compensated for their time and expenses.

We have a few openings for members that may be interested in becoming licensed to teach the courses that we offer. If so please contact Ms. Crahen. She can be contacted through our website, www.TBFAA.org.

At a recent TBFAA – Central Texas Chapter meeting we were treated to a fairly comprehensive overview of crimes committed in the City of Austin and what tactics the Austin Police Department are employing to combat those crimes by the Assistant Police Chief Jason Dusterhoft, very dynamic individual. He was accompanied by a person from the APD Alarm Unit that deals with alarm system permits and of course fine administration.

If other municipalities are experiencing what Austin is then we all have some work to do. One of the problems here in Austin is that not all of our customers apply for an alarm permit. I’m sure that we as responsible alarm companies do our best, or at least cover the base of informing our customers that if they live in a city or county that requires a permit to operate an alarm system that they must get one. I guess some clients just fail to get the permit and then if they have an alarm, whether legitimate or not, they get a fairly good sized fine.

Another piece of information from our alarm unit person was that most companies are not submitting the “Alarm Installation & Activation Certificate” (PSB-53). She did not mention it in a mean or pejorative way, but merely to let us know that they would like the information so that they could physically mail a permit application to the new alarm system owner. If we become more diligent in submitting this information to our municipalities we may actually be doing our customers a favor. Not to mention fulfilling our duty listed in the Texas Occupations Code, Chapter 1702.286.

Have a wonderful summer.

Jeff Bright
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TDI Did Not Adopt Proposal on Alarm Records.

The Texas Department of Insurance (TDI) had proposed an amendment to regulations to require that a registered firm actually providing the monitoring services provide activity history when requested by the state fire marshal or local authority having jurisdiction without requiring the approval of the subcontracting service company or subscriber. This change will expedite activity research for fire or firefighter fatality investigations.

TBFAA and several TBFAA leaders wrote letters to suggest that TDI not adopt the proposed amendment. One commenter stated that while there can be need for expedience in obtaining information in investigations, the proposed amendment creates several problems. The commenter suggested that confidential information could be contained in the reports. Any information received by an AHJ could potentially be released through an open records request. The commenter suggested that this information may contain private security information held in confidence by the alarm monitoring station and the installer. The commenters also stated that the proposed amendment may violate the Fourth and Fifth Amendment of the United States Constitution. One commenter stated that if civil or criminal issues are raised, the AHJ or state fire marshal should obtain a warrant. One commenter also stated they are concerned with the ability of an AHJ to harass an alarm dealer. Another commenter also suggested that AHJs have had adversarial relationships with registered monitoring service firms and installing companies. One commenter also stated that the definition of an local authority having jurisdiction is too broad with respect to who would be able to request information under the proposed amendment. Additionally, one commenter stated that the issue is for the Legislature to decide.

TDI Adopted several other changes:

- To set a standard the placement of the registration number, and the format of the displayed registration number on a vehicle. The requirements would only apply to vehicles regularly used.
- To eliminate the requirement to post your license on the wall of the firm’s business establishment.
- To clarify that professional engineers are responsible for designing to adopted standards.
- To clarify rules for two new license types: the residential fire alarm technician license and the residential fire alarm superintendent license.
- To eliminate the one- or two-family residence installation label, and combine it with the commercial building or non-one- or two-family residence installation license so that it is just one label. The resulting change also adds a place for planner information on one- or two-family residential installations.

At a recent NTAA meeting Mark Lockerman indicated to TBFAA that it will be some time before the test questions on State exams are updated to reflect the new codes.
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Does Anyone Have Any Ideas or Opinions?

By: Dera Jolet
Texas Alarm Monitoring Services, Inc

Everybody has an opinion. They just might not voice it to the right audience. That makes everyone the loser. The very reason you have an industry association is to encourage participation from your peers and hear out their thoughts. Most meetings should include some give and take and some interaction of ideas and opinions. The result should be a constant betterment of the industry. If the only reason you have an association meeting is to put out a fire or to hear a select few speak, then you’re better off not having a meeting or association at all.

Everyone at a meeting should know that he or she can freely speak and that his or her ideas and opinions will be taken seriously, even if not everyone agrees. Everyone must be able to participate without any fear of ridicule or reprisal. That kind of meeting is always the most productive, creative and successful because it allows ideas to surface, followed by conversation, disagreement and finally general agreement or at least a decision.

If I walk into a room full of angry people, I feel the tension. If I join a group celebrating, I feel the excitement. When I walk into a funeral home, I feel the sadness.

It’s no different with an association meeting. When industry issues are hot, everyone is tense and congregates at the meetings with fury. If you arrive angry, tense and suspicious, you’ll meet with silence. If you arrive happy, relaxed and friendly, you’ll meet a room full of talkers. When industry issues are resolved, everyone relaxes and quarterly meetings are sparsely attended. Your association needs you to participate always and with an open mind.

Set an Example. As a business owner and a leader in your field, all eyes are focused on you and your actions. Attend meetings in your region and participate. What you do and how you respond to different situations will provide you with the respect of your peers. Express your ideas and opinions and be willing to accept criticism of your ideas. Differences of opinions are natural.

Be Sincere. Be yourself. You will be well respected by your peers for your positive participation and willingness to hear the opinion of others.

Keep an open mind. Enter the meeting with a desire to learn and hear new ideas.

Smile and be friendly. A smile is contagious. Remember the Cheers tune, “Sometimes you want to go where everybody knows your name and they’re always glad you came.” Enter the meeting, walk in with a smile and greet each other with a friendly hello. Yes, the membership is your competition, so what! Our industry is filled with wonderful, bright, amazing people. You just might get a terrific idea to grow your company.

Avoid dominating the conversation. Make sure everyone has a chance at equal time. When one dominates the meeting, ideas won’t flow.

Don’t embarrass your peers into changing their opinions. Never humiliate a peer into holding their tongue.

Avoid Interruptions. As the saying goes, “Do unto others as you would have them do unto you.” Being polite will encourage people to participate.

Don’t get personal. No matter how strongly you disagree with someone, don’t stoop to personal comments.

Ask the right questions. The goal of questioning should be to get people to feel comfortable expressing themselves fully and honestly. The only question that should require a yes or no answer is a vote. Avoid being condescending or hostile. Be sure your questions are clearly phrased and easily understood.

Give credit and thanks where it’s due. Associations are run by its membership. The board is listed in this newsletter, please call them, give your opinions and ask if you can assist them.

Pay attention to the meeting. Know what’s happening and deal with it. Nothing is more frustrating for the audience then to have to repeat the conversation for someone who was clearly not paying attention to the issues at hand.

Let the membership take advantage of your talents. The association is only as good as its membership’s participation. Get involved!

Everyone has an opinion and, yes, that can lead to disagreement. Disagreement is bound to generate a few emotions and maybe some ruffled feathers, but it can also generate some creative ideas. It’s up to you to advance the industry by getting involved, by participating in the meetings. Don’t be afraid to find out what your peers think. If you don’t know, it might be time to attend a meeting.
NMC's Investment Sets the Bar for Future Monitoring Centers

From its humble beginnings, NMC has experienced tremendous growth over the last 13 years due to a loyal dealer base that recognizes and values NMC's superb service and commitment to the latest in monitoring facilities and technology.

Recently, NMC has reinvested nearly $6 million to purchase a brand new facility in Lake Forest, California, as well as all new leading-edge monitoring center technologies including hardware, infrastructure, telecommunications and redundancies.

This investment represents the future in central monitoring stations, providing NMC's dealers the competitive edge to succeed in the market place, while securing NMC's position as the premier national monitoring company for years to come.

We welcome you to tour the new NMC Lake Forest, California or Irving, Texas monitoring centers. Please contact us to arrange your visit at 800.353.3031 or email us at sales@NMCcentral.com.

www.NMCentral.com
877-353-3031
Can you hear it now: Low frequency tones a new requirement for smoke, CO detectors

5/24/14 — Security Info Watch— Rebecca Peterson

NFPA 72 mandated accommodation for the hearing impaired expected to benefit everyone

We all know the drill. When the fire alarm goes off, we know to evacuate the building as soon as possible. Fire and life safety detection technology has advanced to the point where we can be notified of a fire at the earliest point of inception, giving us enough time to take action.

But how familiar are you with the advancements made for the hearing impaired? Various non-audible devices, ranging from bed or pillow shakers to strobe lights, have been promoted as life safety products for these individuals.

In addition, new technologies are emerging that meet updated code requirements and address the need for audible notification appliances to be heard by people with a mild-to-severe hearing loss.

Low Frequency Tone

A study conducted by researchers from Victoria University in Australia released in May 2006 tested numerous auditory signals and alternative alarms. The goal of the study, which was sponsored by the Fire Protection Research Foundation, was to determine which were most successful at waking and alerting individuals with partial hearing loss during an emergency. The research found that a lower frequency tone was much more effective than the 3,100 Hz higher frequency tone commonly used in smoke alarms and audible notification appliances (horns).

Audible emergency evacuation signals set at a 520 Hz square wave tone awakened 92 percent of the hard-of-hearing test participants when used at or below the code-minimum sound level of 75 decibels for 30 seconds. A square wave is different from a pure tone signal in that a square wave consists of a specific fundamental frequency and an infinite number of subsequent peaks at odd-numbered harmonics.

The success rate was 100 percent for the 520 Hz square wave tone at 95 decibels. On the other hand, one study found that only 57 percent of hard-of-hearing individuals awoke to a 3,100 Hz signal up to 75 decibels.

Even though there are as many as 70 million Americans with high-frequency hearing loss, all can benefit from having alarms with low-frequency pitches.

Statistics show that senior citizens are not as likely to awaken to a traditional smoke alarm. According to the Topical Fire Report Series of 2004, adults ages 64+ plus represented 12 percent of the U.S. population, yet accounted for more than 30 percent of all fire deaths.

Most children, deep sleepers, alcohol-impaired individuals, and people taking sleeping medications are also less likely to wake up when a smoke or CO alarm sounds. The research also showed that the low-frequency signal was 63 to 69 percent more effective at waking children, heavy sleepers and people with hearing loss than current high-pitched alarms, demonstrating the effectiveness of the lower frequency 520 Hz square wave signal in arousing sleepers in all these instances.

Code Adaptation

With the passage of the National Fire Protection Association’s (NFPA) new code provision that requires a lower frequency signal, these individuals will have a higher chance of awakening when a fire occurs.

According to Chapter 18 of the 2010 and the subsequent 2013 editions of NFPA 72, notification appliances connected to a protected premises system are now required to emit a 520 Hz square wave tone. Specifically, the change requires that audible appliances which produce signals for sleeping areas must emit a low...
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TRANSITTER
CYBER IS SCARY!

By Jim Smith
Insurica

Like a bad science fiction movie, anything cyber-connected can be scary. From your personal information or credit cards to major corporations, the threat of something happening related to activities on the internet is a fact of life.

Without getting too technical and taking up several pages to discuss this subject from an insurance perspective, I’ll try and identify a couple things to think about regarding these threats. Basically your business is at risk from not adequately protecting sensitive information you may have on your system, as well as being “hacked” and suffering a financial loss.

If you have sensitive information that gets into the wrong hands, you will undoubtedly be sued by those who were affected. This is usually personal or credit card information that leads to your customer(s) having their identities compromised or illegal credit card charges. This can be covered by purchasing Cyber Liability. Additionally, there are many more coverages that can be added to these policies as regards the many claims this type of activity can produce.

Your system can also be hacked and your funds transferred out of your accounts without you knowing it. To protect yourself, purchasing a Crime Policy that includes computer fraud will cover this risk.

One of the newest wrinkles in the cyber world is having your computer “hacked” and then kidnapped (locked where you don’t have access). You will get a message that in return for payment, the hackers will give you the information to unlock your system. However, they may not be done with you and can repeat the process several times. This can be covered and is usually added as an endorsement to your other cyber insurance.

In case you think this only applies to large, public corporations, think again. Small and medium size companies are the newest gold mine for these cyber thieves. Usually the protections aren’t as good for smaller companies. While the returns are smaller, their systems are easier to break into and detection is almost non-existent. Most large corporations have dedicated IT departments to combat these things and most small companies only have someone doing it part time.

Take a few minutes to discuss this with your insurance agent. Presently the cost of these coverages is not expensive. However, as time goes by and these activities become more prevalent, the cost may go up.

About Jim Smith
Jim Smith graduated from Michigan State University in 1970. After working in the broadcast and insurance industry in Michigan, he moved to Texas in 1974 and worked for a large managing general agency and a local agency in Dallas. In 1988 he joined Leick, Tucker & Knight, which became part of INSURICA Insurance Management Network in 2009. Jim is a producer specializing commercial insurance clients.
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Your Hometown Central Station
2014 Training Schedule
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.

Fire Exam Prep

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<th>Month</th>
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8 Hour -1 day Residential Fire Alarm Technician

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Level 1 Class
This training program, provided by TBFAA is a certified, nationally recognized training program approved by the Texas Private Security Bureau, License #0104. This 16-hour course meets requirements for installers and salespersons. The program provides an overview on the theory, installation and maintenance of alarm systems. Topics include: Burglar Alarm Systems Overview, Sensors, Controls & Communications, Notification Devices, Hold up Alarms, Professionalism & Ethics, Building Construction, Safety, Law, Standards & Codes, General Electricity & Electronics, Microprocessors & Computers, Tools & Fasteners, Testing &Troubleshooting.

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<td>San Antonio</td>
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For class offerings, information and additional dates, visit www.TBFAA.org or call 877-908-2322.
SentryNet dealers will set sail for Cozumel, Mexico from New Orleans in Spring 2015. Don’t miss the boat! This opportunity is all about building your business, growing your recurring revenue and then celebrating! It’s about working hard, then playing hard!

Our Cruise promotion runs for 16 months, starting October 1, 2013 through January 31, 2015. See sentrynet.com for rules and registration. Don’t delay! Get your company growing and your staff excited about this unique opportunity that can be completely free, compliments of SentryNet! Make plans now!

This is the perfect time to Grow Your Business and sail to success, so make plans to attend!

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Call Kurt Erdman at 1-800-932-3304 or get more info about the cruise & how to earn points at http://www.sentrynet.us/conference/cruise
Tri-Ed Welcomes SmartTek Systems As New Vendor Partner

Woodbury, New York . . .
June, 2014
Tri-Ed has forged an alliance with SmartTek to promote the SmartTek line of virtual services and distribute SmartTek’s CommBadge hardware. SmartTek’s cutting-edge mPERS services extend home security beyond the home with Smartphone apps that provide innovative life protection services.

Their recently released trio of Smartphone apps are designed to give security dealers and integrators a competitive edge. The product suite includes SmartAlert - a panic, safety, and mobile personal emergency response system [mPERS] with nationwide coverage; SmartGuard - a suite of tracking and monitoring protocols to provide real-time peace of mind to families; and, SmartTrack - a powerful fleet-tracking and mobile productivity solution for small businesses.

The SmartTek platform enables central stations to enter the mPERS market without any additional hardware or software costs. And, there are no costly servers, subscriptions, or maintenance fees. The software integrates with any existing central station automation system. Subscribers simply sign up, download and install the app on their iPhone or Android Smartphone.

UCC Adds 20,000 Accounts

San Antonio, July 11, 2014
United Central Control, Inc. (UCC), a San Antonio, Texas-based company purchased the wholesale monitored accounts of Red Hawk Monitoring LLC, formerly Counterforce USA and now a wholly owned subsidiary of Red Hawk Fire & Security LLC, out of Houston, TX on June 30, 2014. Red Hawk Fire and Security continues to be a premier provider of fire, security, and life safety products and services including system monitoring, for commercial customers in the retail, financial services, education, industrial office/warehouse and health care industries.

The transaction will add approximately 149 new alarm dealers and just over 20,000 accounts to UCC’s portfolio. With the acquisition, UCC hit a new milestone by reaching over 800 dealer customers across the nation.

COPS Monitoring Named Central Station of the Year

Williamstown, NJ - July 7, 2014
COPS Monitoring announced today that it received the Central Station Alarm Association’s (CSAA) Central Station of the Year award at the special Excellence Awards ceremony.

The CSAA is a trade association representing companies providing Central Station protection services.

The award recognizes outstanding companies who perform in the highest professional manner, thereby making a significant contribution to the betterment of the alarm industry and the alarm profession while demonstrating exceptional service to their customers and community.

The central station of the year is chosen for overall excellence in a number of categories, including:

- Listings and certifications
- Hiring criteria and retention programs
- Training, continuing education, and incentive programs
- Disaster preparedness and recovery planning
- Quality of records-keeping and performance data
- Adoption of new technologies
- False alarm reduction
- Involvement with industry groups
- The quality of existing relationships with customers and responding authorities
- Other contributions to the industry.
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Can you hear it now: Low frequency tones a new requirement for smoke, CO detectors—Continued from Page 14

frequency signal of a square wave centered around 520 Hz by January 1, 2014.

According to Section 18.4.5.3, this is to be applied regardless of whether the notification appliances are required by governing laws, codes, or standards, or if the notification appliances are provided voluntarily for those persons with hearing loss. As a result, if notification appliances are required in sleeping and guest rooms, then they now need to meet the new requirements of NFPA 72: 2010 and 2013.

In the 2013 edition of NFPA 72, the verbiage was slightly changed to clarify that the low frequency requirements were intended only in the sleeping spaces.

NFPA 72: 2010 the Chapter 29 requirements for household applications, specifically for those with mild-to-severe hearing loss, call for audible notification appliances that produce a low frequency 520 Hz sound. For those with profound hearing loss, the requirements include tactile notification appliances (such as a bed shaker) in addition to high-intensity visible notification appliances. Sleeping areas for those with mild-to-severe hearing loss have to use an audible notification appliance that produces a sound wave with a low fundamental frequency of 520 Hz.


The 2015 edition of NFPA 720 is expected to have identical provisions to those in NFPA 72: 2013. These provisions in NFPA 720 are intended to provide the same protection from CO hazards for hard-of-hearing and deaf individuals as NFPA 72 provides to these same individuals from smoke and fire.

Adaptation of these codes vary throughout the U.S. Follow manufacturer instructions and your local building/code regulations for the use and installation of any audible visible notification devices.

To accommodate these code updates, fire and life safety manufacturers continue to develop innovative solutions. There are now sounders and sounder strobes that provide the required low-frequency square wave tone. Some of these new devices are dual listed for wall- or ceiling-mount installations and are compatible with systems with proprietary synchronization protocol.

Report: 68 percent want to use security cameras for operational improvement

Security Systems News 6-25-14 - Amy Canfield

AUSTIN, Texas—More than two-thirds of companies plan to use video surveillance security systems for operations improvement as well as security in the future, according to a new report released June 25.

The report, sponsored by cloud-based VMS provider Eagle Eye Networks and conducted by an independent research firm LaunchM, revealed the following findings:

The number of respondents who said that after their next upgrade they planned to use their video surveillance systems for business operations improvement was more than twice the number who planned to continue using their systems only for protection, according to the report.

The two top areas for expanding camera use were “improving sales or customer service,” 51 percent, and “managing general employee productivity,” 44 percent. Other reasons were “analyzing customer behavior/patterns, 32 percent; “reducing injury risk,” 30 percent; and “get compliance with process or work hours,” 17 percent. Respondents were allowed to select two choices.

Of the 250 respondents in the report’s cloud video surveillance surveys, 44 percent they said wanted to deploy a mix of both on-premise and cloud recording.

Thirty-five percent favored on-premise recording only, and 21 percent preferred cloud only.

Survey findings also show that integrators need to become more comfortable with IP cameras.

Surveys also focused on IT teams’ role in video surveillance, with 58 percent of those professionals saying they were involved in some way, including selection, installation and support, storage and video data analytics.
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Schedule—Subject to change

Wednesday 10/1/14
* Noon-2pm - NESA Meeting & Lunch
* 2-5pm - TBFAA Board Meeting
* 6:30pm - TBFAA Board Dinner

Thursday 10/2/14
* 8:30-9:45am - Opening Breakfast
* 10-1am - TBFAA & Legislative Updates
* 10-11am - Business or Sales Class
* 11:15am-1:45pm - Keynote Lunch - TBFAA Membership Meeting
* 2-3pm - National Electrical Code
* 2-3pm - Business or Sales Class
* 3:15-4:15pm - Code Update
* 3:15-4:15pm - Private Security Updates
* 4:30-5:30pm - Ethics
* 4:30-5:30pm - Fire Updates
* 6-7pm - Presidents Reception
* 7-11pm - TBFAA Roast & Toast Dinner

Friday 10/3/14
* 8:30-9:30am - Breakfast- Speaker
* 10-8pm - Business Lounge-
* 10-1pm - Exhibitor Setup
* 10-11am - Business or Sales Class
* 10-11am - Fire Class
* 10-11am - Exhibitor Class
* 11:15am-1:15pm - Business or Sales Class
* 11:15am-1:15pm - Fire Class
* 11:15am-1:15pm - Exhibitor Class
* Noon-1:15pm - Lunch & Learn
* 1-7pm - TBFAA Trade Show
* 1:15-2:15pm - Business or Sales Class
* 1:15-2:15pm - Fire Class
* 1:15-2:15pm - Exhibitor Class
* 2:30-3:30pm - Business or Sales Class
* 2:30-3:30pm - Fire Class
* 2:30-3:30pm - Exhibitor Class
* 6-8pm - Dinner
* 7-8pm - Drawing

Saturday 10/4/14
8-10am – Breakfast