New Law = Choice on Thermostats
Southwest Dispatch Center

Progressive Monitoring Solutions

www.southwestdispatch.com

1-877-888-7116
sales@southwestdispatch.com

TX License B08564
In Every Issue

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>President’s Message</td>
<td>05</td>
</tr>
<tr>
<td>2012 Convention Exhibitors</td>
<td>10</td>
</tr>
<tr>
<td>Calendar of Events</td>
<td>07</td>
</tr>
<tr>
<td>2013 Training Schedule</td>
<td>04</td>
</tr>
<tr>
<td>Associate Members</td>
<td>10</td>
</tr>
<tr>
<td>Associations &amp; Chapters</td>
<td>06</td>
</tr>
<tr>
<td>Board of Directors List</td>
<td>04</td>
</tr>
<tr>
<td>Advertiser Index</td>
<td>03</td>
</tr>
<tr>
<td>Legislative Support Contributors</td>
<td>10</td>
</tr>
<tr>
<td>PAC Fund Contributors</td>
<td>10</td>
</tr>
</tbody>
</table>

AD Index

<table>
<thead>
<tr>
<th>Advertiser</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acadian Monitoring Services</td>
<td>11</td>
</tr>
<tr>
<td>ADI</td>
<td>29</td>
</tr>
<tr>
<td>Alarm Capital Alliance</td>
<td>17</td>
</tr>
<tr>
<td>Dispatch Center</td>
<td>31</td>
</tr>
<tr>
<td>DSC</td>
<td>17</td>
</tr>
<tr>
<td>El Dorado Insurance</td>
<td>05</td>
</tr>
<tr>
<td>JC Gury</td>
<td>17</td>
</tr>
<tr>
<td>Monitronics</td>
<td>25</td>
</tr>
<tr>
<td>NMC—National Monitoring Center</td>
<td>13</td>
</tr>
<tr>
<td>Nova Internet Services</td>
<td>07</td>
</tr>
<tr>
<td>Professional Guard and Patrol, Inc</td>
<td>23</td>
</tr>
<tr>
<td>Rapid Response Monitoring</td>
<td>03</td>
</tr>
<tr>
<td>Security Networks</td>
<td>17</td>
</tr>
<tr>
<td>SGI</td>
<td>15</td>
</tr>
<tr>
<td>SentryNet</td>
<td>19</td>
</tr>
<tr>
<td>Southwest Dispatch Center</td>
<td>02</td>
</tr>
<tr>
<td>Tri-Ed/Northern Video</td>
<td>21</td>
</tr>
<tr>
<td>TOS Security &amp; Investigations</td>
<td>25</td>
</tr>
<tr>
<td>UCC</td>
<td>09</td>
</tr>
</tbody>
</table>

CONTENTS

July 2013 Issue

- **TBFAA News**
  - TBFAA Legislative Report
  - Join Us In Galveston
  - TBFAA Convention 2013 Schedule
  - Thanks to TBFAA Lone Stars
  - TBFAA Level 1 Training
  - TBFAA Fire Prep Training
  - Page 08
  - Page 15
  - Page 22
  - Page 26
  - Page 24
  - Page 28

- **General News**
  - A Fire Alarm Conversation
  - FARA Door To Door Press Release
  - Page 08
  - Page 12
  - Page 27

- **Texas News**
  - Thermostats – Opportunity or Nightmare
  - Gov. Perry Appoints Hayden, Reappoints Crenshaw to Texas Private Security Board
  - Texas Alarm Associations are more than just “Associations”
  - Texas Alarm Ordinance News
  - Page 20
  - Page 11
  - Page 14
  - Page 23

- **Business Tips**
  - Keep Your Employees on Solid Ground
  - Are We Ready For The “BIG ONE”?
  - Page 16
  - Page 18

- **Member News**
  - More Mobility for UCC with New Central Station Automation
  - TRI-ED Hosts Annual Crawfish Boil
  - UCC & CheckVideo Partner
  - Page 30
  - Page 25
  - Page 17
TBFAA Information

Board of Directors

President Rodney Hooker  210.491.3400
president@tbfaa.org

Electronic Security VP Jeff Bright  512.845.1460
jbright@brightsecuritygroup.com

Fire Vice President Roy Horn  940.787.5601
roy@alarm-guy.com

Secretary Debi Ulmer  281.859.4569
secretary@tbfaa.org

Treasurer Malcolm Reed  972.437.6773
malcolm@southwestdispatch.com

Immediate Past President

Chris Russell  972.307.2222
chris@dpi-alarm.com

Associate Dir. Kelly Ryan  713.876.4090
associatedirector@tbfaa.org

Membership Dir. Mary Edmonson  800-995-4894
membership@tbfaa.org

Training Director Brian McKinney  713.983.0182
brian@aqi.com

Region 1 Director Mary Cancery Seigler  940.322.3852
cancery@canredysecurities.com

Region 2 Director Brant Pierce  972.437.6773
brant@southwestdispatch.com

Region 3 Director Sonny Sampson  877.338.7054
ssampson@teamucc.com

Region 4 Director Joe Carr  888.832.6822
jocarr@teamucc.com

Local Associations & Chapters

HGCBA Board Member

Amanda Jackson  713.881-9418
amanda.jackson@adiglobal.com

NTAA Board Member

Nathan Bryant  972.644.6896
Nathan.Bryant@sentinelonline.net

STAA Board Member

Mike Schobel  210.838.7490
mschobel@asapss.com

Central Texas Chapter

Nathan Barney  512-243-8007
nbarney@technikent.com

Northeast Texas Chapter

Brant Pierce  972.437.6773
brant@southwestdispatch.com

Rio Grande Valley Chapter

Toby Bowen  956.683.3615
tbowen@asgsecurity.com

Ex Officio- Non Voting

Director Emeritus Rex E. Adams  972.437.1213
radams@novaone.net

Director Emeritus Roger Byrd  210.341.8900
roger@securityone.net

Director Emeritus Chip Bird  972.437.6773
chip@southwestdispatch.com

Financial Advisor Mitch Reitman  817.698.9999
mreitman@sicc.us

DPS - PSB Liaison Michael Samulin  210.494.4900
msamulin@intruderalert.net

Legislative Chair Jeff Bright  512.845.1480
jeffbright57@gmail.com

Executive Director Brad Shipp  877.908.2322
sexdirector@tbfaa.org

Committee Chairs

Bylaws - Roger Byrd

Convention - Debi Ulmer

False Alarm Reduction - Joe Carr

Legislative - Jeff Bright

Member Services & Transmitter - Mary Edmonson

Training - Brian McKinney

2013 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.

- **Level 1 Class** – This newly updated 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.

- **Fire Exam Prep** – Newly Revised 16 Hour -2 day Fire Prep Course. 1st Day – Covers Texas Law & Rules, NFPA 72 Household Requirements, NFPA 70- National Electrical Code, International Residential Code, applicable sections of NFPA 101 and UL monitoring requirements. 2nd Day – covers the remaining sections for NFPA 72, applicable sections of NFPA 101 and Standards for Suppression & Control. The Texas Private Security Bureau also approves this 16-hour course for 16 CEU credits.

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

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.

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

Texas Burglar and Fire Alarm Association
P.O. Box 224848
Dallas, TX 75222-4848
Phone: 877.908.2322 Fax: 877.908.2522

Transmitter Editor
Mary Edmonson 800.995.4894

Advertising Information
Brad Shipp 877.908.2322
We began the recently adjourned session of the Texas Legislature with the hope that we could clarify the regulation of Camera Systems, expand the pool of instructors for the Residential Fire Alarm Tech Course and allow alarm dealers to advertise and sell interactive thermostats.

In the face of aggressive lobbying by large companies, misunderstandings and the always hectic pace to the legislature we got all of what we wanted except the camera clarifications. See page 8

And we got a bit more. We picked up the ability to install thermostats for anyone licensed under 1702. We also improved the notice requirements when dealers move accounts from one central to another and we gained the ability to offer locks that are wirelessly accessible.

Those who worked to kill the bill that clarified the regulation of Camera Systems argued on the floor that the “Geek Squad” did not need to be licensed.

But they failed to understand that current statute requires a license for camera installations as defined as an "Alarm System" component.

So in fact, DPS can pursue any company that installs cameras for operating without a license.

We all owe thanks to Senators Fletcher, Estes & Corona and to Rep. Bohac for their help this year.

And as always we owe thanks to our legislative team: Jeff Bright, Roy Horn, Chris Russell, Rex Adams, Mike Schobel, Malcolm Reed, Mike Samulin, Debi Ulmer, Chip Bird, Brant Pierce and Dean McWilliams.

Those who worked to kill the bill that clarified the regulation of Camera Systems argued on the floor that the “Geek Squad” did not need to be licensed.

But they failed to understand that current statute requires a license for camera installations as defined as an "Alarm System" component.

So in fact, DPS can pursue any company that installs cameras for operating without a license.

We all owe thanks to Senators Fletcher, Estes & Corona and to Rep. Bohac for their help this year.

And as always we owe thanks to our legislative team: Jeff Bright, Roy Horn, Chris Russell, Rex Adams, Mike Schobel, Malcolm Reed, Mike Samulin, Debi Ulmer, Chip Bird, Brant Pierce and Dean McWilliams.

I urge dealers to consider the possible liability before installing thermostats—See Page 20. It might be safer to work out an arrangement with a licensed HVAC installer.

When it comes to thermostats as the Sergeant on Hill Street Blues used to say: "Hey, let's be careful out there."

Hope to see you all in Galveston at our Convention!

Rodney Hooker

Message from the President

Rodney Hooker

Email—president@tbfaa.org

We began the recently adjourned session of the Texas Legislature with the hope that we could clarify the regulation of Camera Systems, expand the pool of instructors for the Residential Fire Alarm Tech Course and allow alarm dealers to advertise and sell interactive thermostats.

In the face of aggressive lobbying by large companies, misunderstandings and the always hectic pace to the legislature we got all of what we wanted except the camera clarifications. See page 8

And we got a bit more. We picked up the ability to install thermostats for anyone licensed under 1702. We also improved the notice requirements when dealers move accounts from one central to another and we gained the ability to offer locks that are wirelessly accessible.

Those who worked to kill the bill that clarified the regulation of Camera Systems argued on the floor that the “Geek Squad” did not need to be licensed.

But they failed to understand that current statute requires a license for camera installations as defined as an "Alarm System" component.

So in fact, DPS can pursue any company that installs cameras for operating without a license.

We all owe thanks to Senators Fletcher, Estes & Corona and to Rep. Bohac for their help this year.

And as always we owe thanks to our legislative team: Jeff Bright, Roy Horn, Chris Russell, Rex Adams, Mike Schobel, Malcolm Reed, Mike Samulin, Debi Ulmer, Chip Bird, Brant Pierce and Dean McWilliams.

I urge dealers to consider the possible liability before installing thermostats—See Page 20. It might be safer to work out an arrangement with a licensed HVAC installer.

When it comes to thermostats as the Sergeant on Hill Street Blues used to say: "Hey, let's be careful out there."

Hope to see you all in Galveston at our Convention!

Rodney Hooker

Email—president@tbfaa.org

We began the recently adjourned session of the Texas Legislature with the hope that we could clarify the regulation of Camera Systems, expand the pool of instructors for the Residential Fire Alarm Tech Course and allow alarm dealers to advertise and sell interactive thermostats.

In the face of aggressive lobbying by large companies, misunderstandings and the always hectic pace to the legislature we got all of what we wanted except the camera clarifications. See page 8

And we got a bit more. We picked up the ability to install thermostats for anyone licensed under 1702. We also improved the notice requirements when dealers move accounts from one central to another and we gained the ability to offer locks that are wirelessly accessible.

Those who worked to kill the bill that clarified the regulation of Camera Systems argued on the floor that the “Geek Squad” did not need to be licensed.

But they failed to understand that current statute requires a license for camera installations as defined as an "Alarm System" component.

So in fact, DPS can pursue any company that installs cameras for operating without a license.

We all owe thanks to Senators Fletcher, Estes & Corona and to Rep. Bohac for their help this year.

And as always we owe thanks to our legislative team: Jeff Bright, Roy Horn, Chris Russell, Rex Adams, Mike Schobel, Malcolm Reed, Mike Samulin, Debi Ulmer, Chip Bird, Brant Pierce and Dean McWilliams.

I urge dealers to consider the possible liability before installing thermostats—See Page 20. It might be safer to work out an arrangement with a licensed HVAC installer.

When it comes to thermostats as the Sergeant on Hill Street Blues used to say: "Hey, let's be careful out there."

Hope to see you all in Galveston at our Convention!

Rodney Hooker

Email—president@tbfaa.org

We began the recently adjourned session of the Texas Legislature with the hope that we could clarify the regulation of Camera Systems, expand the pool of instructors for the Residential Fire Alarm Tech Course and allow alarm dealers to advertise and sell interactive thermostats.

In the face of aggressive lobbying by large companies, misunderstandings and the always hectic pace to the legislature we got all of what we wanted except the camera clarifications. See page 8

And we got a bit more. We picked up the ability to install thermostats for anyone licensed under 1702. We also improved the notice requirements when dealers move accounts from one central to another and we gained the ability to offer locks that are wirelessly accessible.

Those who worked to kill the bill that clarified the regulation of Camera Systems argued on the floor that the “Geek Squad” did not need to be licensed.

But they failed to understand that current statute requires a license for camera installations as defined as an "Alarm System" component.

So in fact, DPS can pursue any company that installs cameras for operating without a license.

We all owe thanks to Senators Fletcher, Estes & Corona and to Rep. Bohac for their help this year.

And as always we owe thanks to our legislative team: Jeff Bright, Roy Horn, Chris Russell, Rex Adams, Mike Schobel, Malcolm Reed, Mike Samulin, Debi Ulmer, Chip Bird, Brant Pierce and Dean McWilliams.

I urge dealers to consider the possible liability before installing thermostats—See Page 20. It might be safer to work out an arrangement with a licensed HVAC installer.

When it comes to thermostats as the Sergeant on Hill Street Blues used to say: "Hey, let's be careful out there."

Hope to see you all in Galveston at our Convention!
Central Texas Chapter  Phone: 877.908.2322
Meets the 3rd Tuesday of the month (except Oct & Dec) at 11:30 am
Check website for locations and times
POC: Brandon Blevins p: 512-302-1181 e: bblevins@granitesecurity.net
www.tbfaa.org

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: Brant Pierce p: 800.683.6773 e: Brant@SouthwestDispatch.com
www.tbfaa.org

Rio Grande Valley Chapter  Phone: 877.908.2322
Corpus -1st Tuesday of March, June, September & December.
McAllen - 1st Thursday of even months.
POC: Toby Bowen p: 956.683.3615 e: tbowen@asgsecurity.com
www.tbfaa.org

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
www.HGCAA.org

North Texas Alarm Association  Phone: 214.352.9352
3rd Thursday of each month at 11:30 am - The Victoria Restaurant, 13435 Bee Street, Farmers Branch, TX 75234
POC: Nathan Bryant p: 972.644.6866 e: Nathan.Bryant@sentinelonline.net
www.NTAA.org

South Texas Alarm Association  Phone: 210.402.6262
Meets 2nd Tuesday of the month at 11:30. Check website for locations
POC: Mike Schobel p: 210.838.7490 e: mschobel@asapss.com
www.SouthTexasAlarm.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: Jordon Brown p: 800-542-7866 e: jordon@guardtronic.com
www.NESAUSS.org

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 and NESA are associate members of FARA.
POC: Brad Shipp p: 301.519.9237 e: info@faraonline.org
www.faraonline.org

Texas Fire Alarm Association  Phone: 214.763.5623
TFAA is an association of individuals and companies engaged in the fire detection and alarm systems industry, who recognize their responsibility to maintain high standards of reliability in the application of the life safety and property protection systems. TFAA conducts educational programs, supports legislation, and works with AHJs.
POC: Mark Gilmore p: 214.763.5623 e: mark_gilmore@systemsensor.com
www.tfaa.com
## Calendar of Events

### August

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>RGV- McAllen Meeting</td>
<td>McAllen</td>
</tr>
<tr>
<td>01-02</td>
<td>Level 1 - Dallas</td>
<td>Dallas</td>
</tr>
<tr>
<td>08</td>
<td>HGCAA Membership Meeting</td>
<td>Houston</td>
</tr>
<tr>
<td>08</td>
<td>TXBFAA Board Meeting</td>
<td>Houston</td>
</tr>
<tr>
<td>08-09</td>
<td>Fire Prep Class - McAllen</td>
<td>McAllen</td>
</tr>
<tr>
<td>13</td>
<td>STAA Membership Meeting</td>
<td>San Antonio</td>
</tr>
<tr>
<td>15</td>
<td>NTAA Membership Meeting</td>
<td>Dallas</td>
</tr>
<tr>
<td>15-16</td>
<td>Fire Prep Class - Houston</td>
<td>Houston</td>
</tr>
<tr>
<td>20</td>
<td>Central Texas Chapter Meeting</td>
<td>Austin</td>
</tr>
<tr>
<td>21</td>
<td>NTAA CEU Training - Dallas</td>
<td>Austin</td>
</tr>
<tr>
<td>22-23</td>
<td>Level 1 - San Antonio</td>
<td>San Antonio</td>
</tr>
<tr>
<td>29</td>
<td>ADI Expo - Houston</td>
<td>Houston</td>
</tr>
</tbody>
</table>

### September

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>Labor Day - Holiday</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>RGV - Corpus Christi Meeting</td>
<td></td>
</tr>
<tr>
<td>05-06</td>
<td>Level 1 - Houston</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>STAA Membership Meeting</td>
<td>San Antonio</td>
</tr>
<tr>
<td>12</td>
<td>HGCAA Membership Meeting</td>
<td>Houston</td>
</tr>
<tr>
<td>12-13</td>
<td>Fire Prep Class - Dallas</td>
<td>Dallas</td>
</tr>
<tr>
<td>17</td>
<td>Central Texas Chapter Meeting</td>
<td>Austin</td>
</tr>
<tr>
<td>18</td>
<td>NTAA CEU Training - Dallas</td>
<td>Dallas</td>
</tr>
<tr>
<td>19</td>
<td>NTAA Membership Meeting</td>
<td>Dallas</td>
</tr>
<tr>
<td>19-20</td>
<td>Level 1 - McAllen</td>
<td>McAllen</td>
</tr>
<tr>
<td>26-27</td>
<td>Fire Prep Class - San Antonio</td>
<td>San Antonio</td>
</tr>
</tbody>
</table>

---

**Got your hands full with AMPS SUNSET · FALSE ALARMS · VoIP · LICENSE COMPLIANCE · CITY ORDINANCES · STATE LAW · TRAINING · NFPA & AHJ COMPATIBILITY?**

Let Nova take any worry about internet services off your list of concerns!

As an associate member of the TBFAA and supporter of more than a dozen local and national alarm associations, NOVA knows of the many unique challenges that face the alarm industry. NOVA can assist you with an affordable professional website developer or work with your current developer to create and maintain your internet presence. In addition to a plethora of services for your website, Nova offers the following benefits:

- Discounts for TBFAA members
- Competitive Pricing
- Website Design
- Search Engine Optimization
- Facilities Based Web Hosting
- Email Hosting

For over a decade NOVA has donated internet services to many non-profit groups, associations, and foundations. Over two-hundred donated websites that include groups such as children’s foundations and organizations, women shelters, hospices, and land preservation groups. NOVA’s charitable donations are made possible through providing scalable internet services to professional businesses and individuals.

Next time you’re looking for Internet Services, please consider giving NOVA Internet Services an opportunity to compete for and earn your business.

**NOVA Internet Services**

Call - 877-668-2663


[Sales@NovaOne.net](mailto:Sales@NovaOne.net)
TBFAA Legislative Report

Rodney Hooker
President - TBFAA

HB75  Was filed early in the session by Rep Allen Fletcher for the TBFAA to help clarify “Camera Systems” and clarify the consumer notification requirements of Alarm Companies that switch Central Stations. There were no less than 8 amendments that were attached to this bill by other parties not affiliated with the TBFAA, that included AT&T, the locksmiths, the Apartment Association, and others. This bill was killed on the house floor because “they didn’t want the Geek Squad to be licensed.” Existing law still requires any camera installers to be licensed.

HB458  Was filed by Rep. Dwayne Bohac for the TBFAA and expands the “pool” of qualified instructors to teach the Residential Fire Alarm Tech course that is being written by the TBFAA and approved by the State Fire Marshal office. It passed unopposed in both houses, and was signed by the Governor.

SB407  Was filed by Senator John Corona at the request of the TBFAA that would allow the Alarm Industry to advertise and sell the interactive thermostats that are becoming prevalent in “Smart Home” technologies available to today’s consumer. This bill was fought by AT&T, and was still passed by the Senate, but died in the house. HB2294 was filed by AT&T to further the actions of Alarmco’s to include installation of said thermostats. (more on this later)

HB3433  Was filed by Rep Allen Fletcher for the DPS to clean-up language in the Rules, and place other requirements regarding insurance requirements of the Private Security Industry. There were several other provisions in the bill, but none that really effected the Alarm Industry. After HB75 died, the TBFAA got permission to add some of the provisions in HB75 and SB407 to this legislation, which included the provisions of SB407 and the important “consumer notification” requirements for moving Central Stations. Also included was an amendment by AT&T that allows Alarm Companies to sell, install and service “locks that are wirelessly accessible, as long as there is no re-keying involved. The bill passed and was signed by the Governor.

HB2294  Filed by Rep Ed Kuempel at the request of AT&T that allowed anyone licensed under Chapter 1702 the ability to advertise, sell, and install thermostats. The bill passed and was signed by the Governor to become law Sept. 1st of this year.
United Central Control
“United in Customer Care”

The Nation’s Premier Wholesale Central Station

“I consider UCC a choice partner, and many of you as friends.”

Rick Overholt - Owner
OMNI Fire & Security Systems

Realationship.
Redefining Dealer Relationships

Real Dedication: We are dedicated to providing the highest quality service

Real Communication: UCC consistently stays in touch with our dealers

Real Dealer Relations: A TEAM of people proactively serving you

Real Caring: We care about your success – your success is our success

Real Benefits include:
- State-of-the-art facility and equipment
- CSAA Five Diamond Central Station rating
- Backup central station
- Personal attention and service
- Bilingual Operators
- Monitor virtually all manufacturers’ IP formats
- CSAA Central Station of the Year Runner-up 2012
- CSAA 2012 Support Person of the Year, Dave Palacios
- Supporting alarm dealers since 1982
- Dealer support to help you grow

To Learn more, visit
www.teamucc.com or call
888.TEAM UCC (832-6822)
**Associate Members**

ADI
Alarm Express
Bass Computers, Inc
Digital Monitoring Products, Inc.
Doorking, Inc.
Eagle Distributors, Inc
El Dorado Insurance Agency
Elite CEU, Inc.
Gentex Corporation
HAI - Home Automation, Inc.
Honeywell Security Group
Hypergraphic Impressions
IDN– Acme
Insurica
JC Gury Company
Keyscan Access Control
LRG, Inc.
Napco Security Technologies
Nova Internet Services, Inc.
Optex
Performance Reps, LLP
Philadelphia Insurance
Rust Ewing Insurance
Security General Inc.
System Sensor
Tellular Corporation
Tri-Ed / Northern Video Dist.

**2012 Exhibitors**

Acadian Monitoring
ADI
Alarm Associations
Alarm Capital Alliance
Alarm.Com
Automated Outlet
AZCO Sales
Bass Computers
COPS Monitoring
Criticom Monitoring
Digital Watchdog
Dispatch Center
DMP
DSC
Eagle Distributors
El Dorado
Elite CEU’s
Eyeforce Inc.
Hochiki America
Honeywell
Honeywell Systems
Insurica
Interlogix
JC Gury
KEYSCAN
Linear
LRG / Altronix
Monitronics
Napco
NEXGeneration Central
NMC Central
Open Eye
Performance Reps
Rapid Response
Red Hawk Fire
Rust-Ewing Insurance
SAFE Security
Security Networks
Sentry Net
SGI
SICC
Southland Battery
Southwest Dispatch
System Sensor
Texas Private Security Program
Tri-Ed
UCC
UL
Videofied

**Monitoring Members**

COPS Monitoring
Dispatch Center, Ltd.
Eyeforce
Monitronics International
National Monitoring Center
NEXGeneration Central
Rapid Response Monitoring
Response Center USA
SentryNet
Southwest Dispatch Center
Tutor Security, Inc.
United Central Control, Inc.

**PAC Fund Contributors**

The TBFAA PAC supports the mission of TBFAA by making contributions to elect candidates for public office.

Amanda Jackson
Carneil Jackson
Cassandra Hedrick
Cedric Bouligny
Chancy W. Pray
Danny Cranford
Darlene DeBoer
Donnetta Byrd
Earl Lanier
Fred Helweg
George Garza
Jack DeBoer
Kathleen Schraunfagel
Kelly Ryan
Larry Collins
Mark Matlock
Mary Edmonson
Mike Rempe
Robert Lattea
Robert Vantance
Roy Yetter
Ruben Fechner
Stephen Harper
Susan Griswold
Timothy Jarzombek
Van Mayorga

Contributions to the PAC must be made by personal check to:

TBFAA PAC
P.O. Box 224848
Dallas, TX 75222-4848

**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.

**Platinum**

ADT, LLC
Quantum Alarm, Inc.
United Central Control, Inc.

**Gold**

Commercial & Industrial Electronics
Dispatch Center, Ltd.
Guardian Protection Services - DFW
Guardian Protection Services - San Antonio
Intruder Alert Systems, Inc.
Security One, Inc.

**Bronze**

Ray Cannedy Security & Investigations
Gov. Perry Appoints Hayden, Reappoints Crenshaw to Texas Private Security Board

5.13.13 - Office of the Governor

AUSTIN- Gov. Rick Perry has appointed D. Wade Hayden of San Antonio and reappointed Charles Crenshaw of Spicewood to the Texas Private Security Board for terms to expire Jan. 31, 2019. The board licenses private investigation, security guard, burglar alarm, courier, armored car and access control companies, and also approves training schools for security officers and instructors.

Hayden is an attorney and managing partner of Hayden and Cunningham PLLC. He is a member of the State Bar of Texas, San Antonio Bar Association and Texas Association of Bank Counsel. He received a bachelor's degree from Texas A&M University and a law degree from the St. Mary's University School of Law.

Crenshaw is president and owner of Crenshaw Alarm and Signal Corp. He is past director of the Central Texas Chapter of the Texas Burglar and Fire Alarm Association. He received a bachelor's degree from the University of Texas.

We’re sorry!

We are part of the problem.

We know that jail overcrowding is a major problem across the U.S. and, quite honestly, we feel a little guilty for contributing to the problem by catching so many criminals. AMS offers cost-effective security solutions with video surveillance, hosted video, analytics, access control, fire & security monitoring and more.
Convention Has Value
It is now time to mark your calendars for the TBFAA yearly convention to be held in Galveston, TX Wednesday, October 22 through Friday, October 25th. Wednesday and Thursday will be cram packed with training sessions, speakers, and updates on both security and fire alarms.

I always hear excuses for not attending the convention, like, I do not have time, or what I think does not matter.

The only thing I can say is if you are licensed for either security or fire alarm, you are doing an injustice to both yourself and your business by not attending.

Each company is important and every voice has significance.

I cannot imagine anyone that attends this year’s TBFAA yearly convention walking away without learning something new and beneficial for your business, plus you will be supporting a great association that represents you State wide.

An additional benefit is that you will get to meet key, influential people in both the security and fire alarm industry.

Check out the Convention Plan contained in this issue of the Transmitter, and make an effort to attend.

Check out NFPA 72– 2013
Has anyone out there ordered, received, and studied the new NFPA72, 2013 edition that is now out? I realize everyone knows the currently accepted 2007 edition, right, but how long do you think that will last since it is now six (6) years old and counting? Naturally, the majority of changes relate to commercial installations, but it is very easy to slip from residential to commercial in our industry, so be very careful.

The 2013 edition clarifies many issues; however, it changes many codes that will drastically affect you, your profits, and your operations. Some AHJ’s are presently referencing the 2013 version, or most current published version, for compliance. Just a few thoughts:

1. What if POT’s lines ceased to exist and copper lines as we know them today were not available for monitoring?
2. Presently, a standard test signal on a commercial fire alarm panel to a monitoring station is every 24 hours. How will it affect you and your customers when you are required to send test signals into the monitoring station every six (6) hours? Just think about the additional traffic, cost, and maybe customer response!
3. What if you as a company are not authorized to train your service and testing personnel unless they maintain specific manufacturers certification, or have national recognized certification, etc, etc?
4. Are you prepared to meet all the new pathway performance criteria? There is a brand new chapter 12 that relates specifically to circuits and pathways.
5. If you test fire alarm systems, are you prepared to provide a written test plan prior to conducting a system test?
6. If you design a fire alarm system, are you prepared, or even know how to properly document ambient sound levels in all areas being designed?
7. Are you up to date on ECS (Emergency Communications Systems)?
8. Do you know all the sound notification principles? As the public becomes less and less sensitive to a typical horn or siren sound, are you prepared to deal with voice audio only fire alarm systems?
9. The list could go on and on and on.

When do you think the State Fire Marshal’s office will adopt the newer Codes by rule? In my opinion, it is just around the corner. Why, because the industry as a whole (manufactures, service providers, etc, and even insurance companies) are drastically changing, and new codes will be necessary for guidance.

Stay tuned, see you at the TBFAA Convention in Galveston, TX in October.
Dedication to Innovation.
It’s How We’ve Built Our Reputation.

We’re Invested in Securing Your Investment.

Some may be content to just keep up with technology, but at NMC, we’re not satisfied unless we’re the pioneers. For more than three decades our team of dedicated, knowledgeable experts have helped us become the nation’s premier 3rd party monitoring company by introducing the most sophisticated tools in the industry. In our industry technology moves fast – we know, because we’re leading the way.

You’ve invested years of work and resources in your company and we understand your need to protect those assets. Our newest innovations provide advanced access and instant updates to your customers’ accounts – virtually anytime and anywhere.

Our job is to concentrate on the security of your business investment, so you can concentrate on your job: growing your business.

Lic # CA ACO 5633  TX B13486  UL 2038

www.NMcentral.com
877-353-3031
Texas Alarm Associations are more than just “Associations”

Mark Matlock, UCC

I have been in the alarm business for 28 years and I have been working with and around alarm associations for most of that time. I cannot say enough about the good that alarm associations do for the alarm industry.

I can proudly say that I have served on the boards of all the local associations in Texas as well as the state association, the Texas Burglar & Fire Alarm Association (TBFAA). My life has been enriched by doing so and if you have never served on an association board or committee, I strongly encourage you to do so. If you’re not a member of a state or local association, I exhort you to get on board.

The purpose of this article is to elaborate on what the Texas alarm associations do above and beyond just serving the alarm industry. Every alarm association in Texas has been involved in some kind of “outreach” that involves giving back or donating time in service to others. As proud as I am to have served on all these association boards, I am even more proud of the philanthropic work that has been accomplished.

For the last several years, I have been much more tied to the South Texas Alarm Association (STAA) than the North Texas Alarm Association (NTAA) or the Houston Gulf Coast Alarm Association (HGCAA). I am so proud of what the STAA has accomplished in philanthropic endeavors. By way of example, I remember a few years ago, we sent $1,000 in calling cards to a MASH unit in Iraq so that injured soldiers could call their loved ones at no expense to themselves. The STAA has also risen to the occasion and financially supported families of some dear industry friends who passed away. They also generously give to the San Antonio Police Department’s “Blue Santa” program. The Blue Santa program gives out toys at Christmas to the poorest of poor children throughout San Antonio.

The STAA also financially supports a very worthy organization called “His Bridge Builders” (HBB). HBB is an inner city ministry that ministers to the very poor in the Wheatley Courts neighborhood in the inner city of San Antonio. HBB reaches out to these folks in ministry but they also provide job training, computer classes and free eye exams. In addition to all that, HBB throws block parties once per month in Wheatley Courts and serves refreshments and gives away clothing to the community. I think it is very noble of the STAA to support an organization like HBB that is daily changing lives and pouring into the community.

I’m certainly not trying to discount the other associations; I know they are doing their own share of outreach as well. For instance, the NTAA just recently had a group called “Patriot Paws” speak at one of their meetings. Patriot Paws uses people incarcerated in prisons to train dogs to assist the disabled including disabled war veterans and veterans suffering from Post Traumatic Stress Disorder. This is an awesome organization that not only benefits the disabled, but who also benefits the prisoners who train the dogs. Those folks’ lives are impacted in a very positive way and their recidivism rate is virtually zero. The NTAA had the distinct honor of contributing to this worthy organization at the recent meeting. Good on you NTAA!

And as recently as today, I wrote a letter to our troops in Afghanistan as part of an HGCAA initiative to send cards and letters to put in care packages to our soldiers in Afghanistan. Its such a minimal sacrifice for me to take ten minutes to write a letter for those who are making enormous sacrifices to protect our freedom. I applaud the HGCAA for this fine effort. I have also witnessed the HGAA stand in the gap for families of our fallen industry comrades. In fact, the HGCAA has a long history of philanthropic pursuits.

And let’s not forget our state association, the TBFAA. I recall a few years ago, certain individuals in the TBFAA donated a very elaborate alarm and video system for the Austin Children’s Shelter. Many association members joined forces to install what would have been a system worth tens of thousands of dollars. And after the installation was complete, another TBFAA member donated the monitoring for life to the shelter. It should make all TBFAA members feel good that their association played such a huge role in the safety and security of these innocent children.

How can you look at all this and not feel good about supporting your local and state alarm associations in Texas? And trust me; I’m just giving you the tip of the iceberg. So much more has been done, but alas, I am limited on my word count!

As the title indicates, I think its extraordinary that our Texas alarm associations are so much more than just “associations”. We are groups of concerned citizens deeply devoted to our fellow man. As long as our coffers will support it, I encourage all Texas alarm associations to continue in this spirit of philanthropic giving. To all Texas alarm associations: Our state is a better place because of you.
Join Us In Galveston

Build On Success!
At The
TBFAA 2013 Convention
October 22 to 25, 2013

Guest Speakers:
- Ron Davis - Davis Mergers & Acquisitions Group
- Ken Kirschenbaum, ESQ, Kirschenbaum & Kirschenbaum, P.C

New Sessions:
- Basic IP Communications For Security
- Control Your Business with GPS Tracking
- Dealing with Fire Alarm Contractor’s from an AHJ’s Prospective
- Understanding Monitoring – Get Your Act Together With GSM, RF, and IP Monitoring – Are you Meeting Code?
Keep Your Employees on Solid Ground

Reprinted with permission from Texas Mutual Insurance Company
Originally authored by Steve Bills

Your employees’ job is to keep your customers and their patrons safe. But who’s looking out for your employees?

Every employer should have a written safety program that addresses the unique hazards their employees face on the job. In the security industry, workplace violence is the most prominent of those hazards. In developing your safety program, however, don’t forget about another common hazard: slips, trips and falls.

Slips, trips and falls are the most frequent and severe injuries reported by members of the ASG workers’ compensation safety group.

Wet floors, uneven or damaged walking surfaces, cluttered walkways, unguarded platforms, inappropriate footwear, lack of concentration and poor lighting are just a few causes of slips, trips and falls in the security industry.

Texas Mutual Insurance Company, the group’s workers’ compensation insurance provider, recommends these tips for keeping employees well-grounded.

Provide personal protective equipment

Footwear with slip-resistant soles can go a long way toward preventing slips, trips and falls. Footwear should be comfortable and provide support. Avoid rough, flat soles. Instead, choose broad-based soles with low heels. Polyurethane or microcellular urethane soles provide the best slip resistance.

Remember that personal protective equipment alone is not enough to protect workers. Much of your employees’ safety rests on their shoulders.

Promote safe behaviors

Safe behaviors are key to preventing on-the-job injuries. Slips, trips and falls are no exception. Promote these safe behaviors among your employees:

- When carrying a load, make sure you can see where you are walking.
- Watch for uneven surfaces.
- Do not use chairs, tables or surfaces on wheels as substitutes for ladders.
- Stay alert, especially on thresholds and elevators.
- Take stairs one at a time, and use the handrail.
- Avoid horseplay that could result in injuries.
- Do not wear sunglasses in dimly lit areas. Report unsafe conditions immediately.

Report poor housekeeping

Many slips, trips and falls can be prevented by simply keeping a clean, orderly workplace. Encourage your employees to report these conditions on customers’ premises:

- Wet floors that do not have warning signs
- Wet or cluttered stairs and walkways
- Poor lighting
- Damaged stairs and walkways, as well as leaky faucets
- Worn rugs, especially at the edges
- Unguarded platforms

Free resources

Texas Mutual policyholders have access to 2,000 free training materials in the safety resource center at texasmutual.com.

The materials include DVDs, pamphlets and videos on preventing slips, trips and falls.

The Occupational Safety and Health Administration also offers a free slips, trips and falls fact sheet at www.osha.gov/ OshDoc/ data_Hurricane_Facts/ fall.pdf, as well as a checklist in English at www.osha.gov/ Publications/ fall_protection_qc.html and Spanish at www.osha.gov/ Publications/ fall_protection_sp_qc.htm l.

About the author

Steve Bills is senior manager of loss prevention services at Texas Mutual Insurance Company.

Eligible TBFAA members can earn workers’ compensation discounts by enrolling in the Texas Mutual/TBFAA safety group.

For more information, ask your agent or visit texasmutual.com.
United Central Control (UCC) and CheckVideo Partner to Offer Extensive Menu of Monitored Video Services

6.12.13—UCC Release—San Antonio, TX

Advanced video services will enhance security, safety oversight and business operations for UCC customer accounts and accelerate dealer services revenue

United Central Control (UCC) today announced a strategic partnership with CheckVideo, the leading provider of cloud-based intelligent video surveillance and alarm verification solutions, to offer a robust menu of monitored video services to UCC customer accounts through more than 500 dealers nationwide.

UCC and CheckVideo have already begun to provide accredited video surveillance services sales and technical training to the UCC dealer network.

“The opportunity in video is enormous. Video alarm verification is just the tip of the iceberg. As video grows into an accepted – and highly desired – component of managed security, more customers are asking for monitored video services”, said Mark Matlock, Senior Vice President, UCC. “Team UCC has embraced CheckVideo as an integral part of our monitoring operations due to its effectiveness and ease of use for UCC, the dealer, and the customer. CheckVideo’s comprehensive training programs and dealer support are also critical to the rapid acceleration of our video services offerings.”

“Customers across markets ranging from construction, automotive, and utilities are benefiting from CheckVideo and realizing a return on their investment in managed video services”, said Chris Brown, Vice President, CheckVideo. “Team UCC understands video monitoring technology and how to integrate it with operational protocols to provide outstanding customer service. We are delighted to partner with them to roll out video services to their entire dealer network.”

CheckVideo “watches” video 24/7 for events of interest and sends critical, real-time alerts to the CSAA Five Diamond Certified UCC central station for assessment and response. Because CheckVideo detects the presence of people and vehicles, not just motion, it dramatically reduces nuisance alarms. CheckVideo alerts can be used to dispatch authorities or trigger voice down audio announcements in the event of suspicious activity, helping stop crime in progress. They can also be used for operational concerns such as tracking deliveries and business opening/closing times.

---

**J.C. Gryu Company**

714-738-6650 800-905-3385
Fax: 714-738-6998 800-556-5576

Screen Printing
Decals • Labels • Aluminum Signs
Complete Design and Production
Specialty Advertising

530 E. Jamie Ave. 30301 Langstaff Road
La Habra, CA 90631 Concord, Ontario, Canada, L4K 4L2

---

**THE ART OF SECURITY**

**Duane D. Snyder**
Regional Sales Manager
Western USA
Irving, TX
214-226-9093
dusnyder@jucsc.com

**DIGITAL SECURITY CONTROLS**
30301 Langstaff Road
Concord, Ontario, Canada, L4K 4L2

---

**ALARM CAPITAL ALLIANCE**

Full Account Acquisitions
Partial Account Acquisitions
Independent Dealer Program

---

**TRANSMITTER**

---

**Nick Perry**
Business Development
Office: 866.400.2130 Cell: 561.214.3528
nperry@securitynetworks.net www.securitynetworks.net/affiliates.php

---

Page 17
Are We Ready For The “BIG ONE”? 

A few of the things that go into this are:

- Ensuring that employees will be safe.
  (Where do we go if there is a fire, tornado, etc.? Where is the nearest shelter?)
- Protecting the company’s data, such as customer lists and financial records.
  (Backing up computer systems and having off-site storage are essential for this, even if it is just having someone take it home on a daily or weekly basis and keeping a monthly back up in a bank vault.)
- Securing the premises as much as possible.
  (Once the event has passed, you should plan on securing your premises.)
- Creating a plan to restart operations, remotely if necessary.
  - Phones (Your provider can probably help with a plan to transfer all incoming calls to one or more cell phones.)
  - Computers (Make sure someone has the experience to re-load a new computer with one of those back ups you made.)
- Identify someone who has at least one or more trucks you can use if yours are destroyed.
- Make some arrangements to use a supplier away from your local area in case the one near you is also affected.

This is by no means a comprehensive look at the planning you might need to do. It is just something to get you thinking and possibly headed in the right direction. A lot can be said for prior planning. You might spend several days or weeks planning a vacation. It might be a good idea to spend a little time planning on protecting your source of income.

While you are at it, you can sit down with your family and do something similar about your home.

- Does everyone know where to go at 2:00am with a tornado bearing down?
- Do you have an evacuation plan in event of a fire?

Jim Smith
INSURICA
Insurance Management Network

With recent events in West, Granbury, Cleburne and Moore Oklahoma, our businesses are subject to a potential crippling loss at any time. Any business, regardless of size, at any time.

It is hard to force ourselves to think about a potential tragedy, but it isn’t just the Boy Scouts that need to be prepared.

A little time spent reviewing what we might have to face and doing a few simple things, might mean the difference between our business and employees surviving or not.

Start out with a talk with your insurance agent. Review all your coverages and make sure you have enough. Start with your building and contents, then your business interruption. If you have to move to another location temporarily, business interruption can get you up and running and pay those additional costs to keep going.

An Emergency Preparedness Plan can give you direction to get started back up and keep going. There are several good examples on the internet and the government has several sites, including www.ready.gov and the SBA’s www.sba.gov/ beawareand prepare/business.html.
What is your central station doing for you?

We provide You the expertise you deserve at the best price in the industry.

- Hot Redundant Facilities
- UL Listed
- SIA Certified
- Two Strategic Locations
- Licensed Nationwide
- FM Certified
- NISPOM Listed
- Bi-Lingual Operators

SentryNet iPhone App - Signup and Download Today

We offer You the most advanced services and features on the market.

- Digital Monitoring
- VR7 (Two-Way Voice)
- NetConnect
- Video Verification
- Answering Service
- IP Monitoring
- Cell/Radio Backup
- Subscriber Billing
- Business Consulting
- Back Office Solutions
- PERs
- SCIF Monitoring
- CRZM Monitoring
- Managed Access

24/7 Video Verification - Ask for a demo

Call 1-800-932-3304 or review our expanded services at www.sentrynet.com

SentryNet
America’s Leading Monitoring Network
Thermostats – Opportunity or Nightmare?

By: Brad Shipp, TBFAA

Recent changes to Texas Law allow anyone licensed under Chapter 1702 the ability to advertise, sell, and install thermostats after September 1, 2013.

As you make the decision on installing thermostats you should consider the following:

All HVAC Systems Are Not the Same

- **220V Baseboard** - Some thermostats directly switch a 220 volt baseboard electric heater on and off to control the temperature.
- **Millivolt Heat Only** - These are usually gas-fired wall or floor heaters that do not have forced-air blowers. A very small electrical voltage is created by a bimetallic device that sits in the pilot light's flame. This is wired in series with a simple thermostat and an electrically operated gas valve. When the thermostat closes and completes the circuit, a small current flows through the very efficient valve which opens and lets the gas through.
- **24VAC Heat/Cool Single-Stage Heat Pump** - A common heat pump system has standard wiring & connections for the Red, White, Green and Yellow wires. Some have a brown wire, some do not. Some use 5, others 7 wires. In heat pump systems the compressor and fan runs, and the HVAC unit cools the house. They heat by running the compressor backwards. Manufacturers couldn’t get together on which way the changeover control worked (shorted = heat or shorted = cool) so all universal heat pump thermostats have switches or different contacts for each type. The heat resulting from running the compressor backwards is efficient, but does not put out enough heat for the coldest parts of the year. So there is a supplemental form of heating added. When you need auxiliary heating a wire is used to turn it on.
- **24VAC Heat/Cool Multi-Stage Heat Pump** - A common multi-stage heat pump system has the standard wiring & connections for the Red, White, Green, Yellow and Orange wires. Blue and Brown wires have varied uses. Multi-stage heat pump systems either have a dual-speed compressor or they have two compressors. The thermostat can cause the compressor to run at either a low or high setting. So the HVAC system can cool at two rates, and heat at three rates.

What Can Go Wrong?

- Shorting out the 24 Volt wire can blow the transformer in the unit. Some are resettable others need to be replaced.
- Damage (real or perceived) from the thermostat installation can void a manufacturer’s warranty or a home service company warranty.
- Cost of repairs may not be covered by your company insurance.

Properly installed thermostats can provide a great service for your customers, but like anything proper training, insurance and procedures will be required to do it right.
North America’s Largest Independent Security Distributor

Call us today at any of our Texas area locations...

**Austin** (Branch & Technical Sales Location)
2213 West Braker Lane
Austin, TX 78758
Tel: 888 874 3336 - 512 838 9200

**Dallas**
2525 Walnut Hill Lane, Suite 200
Dallas, TX 75220
Tel: 800 638 7433 - 972 869 9317

**Houston**
5400 Mitchelldale St., Suite B-4
Houston, TX 77092
Tel: 888 874 3336 - 713 686 7111

**San Antonio**
121 Interpark Blvd., Suite 507
San Antonio, TX 78216
Tel: 888 874 3336 - 210 499 5015

www.tri-ed.com
# TBFAA Convention 2013 Schedule

## Tuesday 10/22

11am - 6pm - Golf  
7pm - TBFAA Board Dinner - At hotel restaurant.

## Wednesday 10/23

8:30-9:45am - Opening Breakfast  
**Opening Speaker – How Recent Court Decisions Impact You** - Ken Kirschenbaum, ESQ, Kirschenbaum & Kirschenbaum, P.C. - One of the industry's most experienced legal experts reviews how legal decisions have changed the industry.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-11am</td>
<td>Basic IP Communications For Security - Steven Harper-Dispatch Center, Ltd. This course will explain the &quot;nuts and bolts&quot; of IP communications for the IP weary. Topics will cover network addressing, both local and public, basic IP security principals and basic troubleshooting techniques.</td>
</tr>
<tr>
<td>10-noon</td>
<td>NESA Board Meeting</td>
</tr>
<tr>
<td>11am- Noon</td>
<td>Control Your Business with GPS Tracking - Spireon, Inc. - Satellite/wireless operation, benefits, and live demonstration of a GPS to better control your business and profits.</td>
</tr>
<tr>
<td>11am- Noon</td>
<td>Dealing with Fire Alarm Contractor’s from an AHJ’s Prospective - Mike Montgomery (Harris County Fire Marshal) - Texas Fire Marshal’s Association and Texas Firefighters &amp; Fire Marshal’s Association</td>
</tr>
<tr>
<td>Noon-1pm</td>
<td>Lunch for Class Attendees</td>
</tr>
</tbody>
</table>

## Thursday 10/24

8:30-9:30am - Breakfast - Speaker – Your Opportunities For Tomorrow! - Ron Davis, Davis Mergers & Acquisitions Group - Ron describes where the industry has been, Where it is today, What the future looks like including trends, Marketing and valuation insights relevant to your business, How businesses are bought and sold in the security industry and the types of transactions that have been completed recently.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:45-10:45am</td>
<td>TBFAA &amp; Legislative Updates - Dean McWilliams, McWilliams &amp; Associates &amp; Jeff Bright, TBFAA Legislative Chair</td>
</tr>
<tr>
<td>9:45-10:45am</td>
<td>National Electrical Code - Brian McKinney - Meet the requirement for a 1 hour review of low voltage requirements</td>
</tr>
<tr>
<td>11:00am-1:30pm</td>
<td>Keynote Lunch - TBFAA Membership Meeting – Hear an exciting keynote speaker. TBFAA will hold elections, vote on bylaws changes, members can ask questions and awards will be presented to TBFAA Leaders. All are welcome.</td>
</tr>
<tr>
<td>1:45-2:45pm</td>
<td>Fire Updates - TX State Fire Marshal’s Office</td>
</tr>
<tr>
<td>3-4pm</td>
<td>Private Security Updates - Capt. Bowie of the Private Security Bureau</td>
</tr>
<tr>
<td>4-5pm</td>
<td>Ethics - Mike Samulin &amp; George Craig - Get your requirement for the ethics class completed.</td>
</tr>
<tr>
<td>4-5pm</td>
<td>Code Update - Jeff Bright - Take advantage for the option to take a code update class instead of the ethics class for managers who have completed their initial registration period</td>
</tr>
<tr>
<td>4-7pm</td>
<td>TBFAA Trade Show</td>
</tr>
<tr>
<td>7-11pm</td>
<td>Casino Night</td>
</tr>
</tbody>
</table>

## Friday 10/25

8-9am - Breakfast  
9pm – 1pm – TBFAA Board Meeting
Texas Alarm Ordinance News

Courtesy of NESA

False Alarm Ordinance Now in Effect in Denison - 7.3.13 - KTEN - Denison, TX - The city of Denison is enforcing a new city ordinance that requires all alarm systems within city limits to be registered with the Denison Police Department. Registering is free and applications can be picked up at the police department or filled out online. “After you register your alarm, you get four false alarms with no charge, but starting with the subsequent alarms after that it’s $100 per false alarm,” Lt. Mike Eppler of the Denison Police Department said. Those who don’t register will get a warning and if they don’t fill out an application for a permit after the warning, they could be charged up to $100 per false alarm plus a $100 fine for not having a permit.

Belton City Council Tables Alarm Ordinance - 6.25.13 - Belton Journal - Police Chief Gene Ellis also presented an ordinance to reduce the amount of false burglar alarms in residences and homes. The ordinance presented would request that alarm system owners register their alarm with current contact information with the City with a renewal fee of $15 every two years. This ordinance will keep the PD informed of the most up-to-date contact information so the officers can contact the owner/point of contact at the time the alarm sounds. Chief Ellis stressed that this ordinance is not being put in place to create a revenue stream for the department, but to reduce the man hours spent by officers responding to false alarms as well as to further protect the residents and businesses in Belton. The ordinance was tabled until further discussion can take place about the specifics of the ordinance.

TX: Alarm registration deadline - 6.19.13 - Odessa American - People with alarms at their homes or businesses had until July 1 to renew their registration or face greater fees. Fees to renew under the current system are $20 for a business and $15 for a home, according to a release from the Odessa Police Department. The new fees are $5 more. Registrants can get a renewal form or registration form by visiting www.odessapd.com or at the Odessa Police Department, 205 N. Grant Ave. Business checks, personal checks and money orders will be accepted by mail. Cash and credit card (MasterCard, Visa or Discover) will be accepted at the department. Payment also can be made on the department’s website.

Paris, TX Cracking down on false alarms - 5.27.13 - Paris News - The revised city of Paris alarm ordinance is scheduled to go into effect June 1, and Paris Police Chief Bob Hundley said the businesses who have been most problematic with false alarms have not yet complied with the new regulations. The Paris Police Department sent out 519 notices for businesses to register their alarms with the city of Paris. So far, the department has received only 270 of those registrations.

TX: Audit: City Hall’s Broken Burglary Alarm System Cost Dallas $1.6 ... 6.10.13 - Dallas Observer - An audit released today describes a security alarm permit system that was in shambles from November 2008 to August 2010, costing police thousands of hours of wasted patrol time and as much as $1.6 million in lost revenue. The audit says the problems were the result of a shaky transition to a new data processing system that disrupted security alarm billings for 288 days. From August 2009 to May 2010: (1) records of approximately 54,000 security alarm calls (including true, false, and cancelled alarms) were never processed from the Computer Aided Dispatch System (CAD) to SAP; (2) eligible false alarm fees (all panic alarms and more than three false burglary alarms per permit per year) were never billed; (3) when billing resumed false alarms were incorrectly billed at lower fee amounts; (4) the effectiveness of the false alarm fee as an incentive to permit holders to minimize false alarm calls was reduced; and, (5) the City experienced an estimated loss of $861,000 to $1.6 million from the unbilled or incorrectly billed false alarm fees. Issues with permit processing meant that Dallas PD couldn’t tell which alarms didn’t have permits, meaning they wound up responding to all of them. Auditors found that officers had responded some 29,000 times to non-permitted alarms and that the city lost out on an additional $252,000 by failing to collect fees from those locations. There were also nine alarm permits issued to locations outside the city, where Dallas police aren’t authorized -- or paid -- to respond. Correcting these issues has been made more difficult by the fact that DPD doesn’t record basic name-date-place information when it takes alarm calls.
Texas Burglar and Fire Alarm Association (TBFAA)

Level 1

2013 Registration Form

Please print or type:

Student Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student:</td>
<td></td>
</tr>
<tr>
<td>Company Name:</td>
<td></td>
</tr>
<tr>
<td>Company Training Contact:</td>
<td></td>
</tr>
<tr>
<td>Mailing Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Zip:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>Are you a member of TBFAA?</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

Class Fee - Includes course and reference manual, exam, certification for file.

<table>
<thead>
<tr>
<th>Choice</th>
<th>Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members</td>
<td>149</td>
</tr>
<tr>
<td>Non-Members</td>
<td>249</td>
</tr>
</tbody>
</table>

Select a Class Date and Locations for 2013

<table>
<thead>
<tr>
<th>Choice</th>
<th>Month</th>
<th>Fire Prep</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>24-25</td>
<td>El Paso</td>
<td></td>
</tr>
<tr>
<td></td>
<td>February</td>
<td>14-15</td>
<td>Dallas - ADI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>21-22</td>
<td>San Antonio - SGI -TriEd</td>
</tr>
<tr>
<td>March</td>
<td>7-8</td>
<td>Houston - ADI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>21-22</td>
<td>Austin - ADI</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>4-5</td>
<td>San Antonio - SGI -TriEd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11-12</td>
<td>Dallas - ADI</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>2-3</td>
<td>McAllen - SGI -TriEd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16-17</td>
<td>Houston - ADI</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>13-14</td>
<td>Dallas - ADI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>27-28</td>
<td>San Antonio - SGI -TriEd</td>
<td></td>
</tr>
<tr>
<td>July</td>
<td>11-12</td>
<td>El Paso</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18-19</td>
<td>Houston - ADI</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>1-2</td>
<td>Dallas - ADI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>22-23</td>
<td>San Antonio - SGI -TriEd</td>
<td></td>
</tr>
<tr>
<td>September</td>
<td>5-6</td>
<td>Houston - ADI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>19-20</td>
<td>McAllen - SGI -TriEd</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td>7-8</td>
<td>Dallas - ADI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14-15</td>
<td>Austin - ADI</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>12-13</td>
<td>San Antonio - SGI -TriEd</td>
<td></td>
</tr>
</tbody>
</table>

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.

Cancellation Policy: Written cancellation at least 10 days prior to first day of course - 100% of registration refunded. Written cancellation less than 10 days prior to first day of course receive credit of 50% of paid fees to future course taken within the next 6 months. No show – no credit.

Payment Method (Circle one)

Check ☐ Money Order ☐

To pay by credit card visit http://tbfaa.org/pay-tbfaa/

Please forward application with check or money order (made out to TBFAA) to:

TBFAA
P.O. Box 224848 Dallas, TX 75222-4848

For Information

Contact Brad Shipp, TBFAA Executive Director
Phone: 877 / 908-2322 Fax: 877 / 908-2522
Email: exdirector@tbfaa.org
TRI-ED Hosts Annual Crawfish Boil


Over 300 dealers came out to the H&H Ranch near Tri-Ed’s Houston North location for the 7th Annual Crawfish Boil.

With over 40 vendors present and plenty of food, music and prizes, there was something for everyone to enjoy.

Besides all the great crawfish, which was prepared by Tri-Ed’s very own cooking team, dealers were treated to the Bosch Safe & Sound Mobile Showroom and a host of other vendors featuring their newest products with the latest in technology.

Dealers were entered into raffle drawings for over 50 prizes, including the grand prize - a 40” flat screen TV. The lucky grand prize winner was Jacinto Gonzalez of Triumph Cabling Systems, a full service low voltage network cabling contractor based in Houston.

"The Annual Crawfish Boil is always a fun event that attracts a super turnout," notes Dave Golden, Branch Manager, TRI-ED Houston North. "This tradition always serves as a great way for customers, vendors and staff to all get together and showcase new product offerings while enjoying great food and entertainment."

For more information, please visit www.tri-ed.com.

TBFAA Thanks
TOS Security & Investigations
For providing guards at the TBFAA Exhibits in 2011

Bob Burt
713-944-6210
bburt1957@aol.com
Texas Dept of Public Safety
Private Security Bureau
License # C02926
Thanks to TBFAA Lone Stars
FARA Door To Door Press Release

“DOOR TO DOOR ALARM SYSTEM SALES
WHO’S-A-KNOCKING?”

6-17-2013

The False Alarm Reduction Association, a leader in false alarm reduction and education, is concerned for the public at large. Door to door sales of alarm systems is a fast growing business that is often times not very reputable. The phenomenon is becoming more and more prevalent. What used to be the summer sales season is now occurring throughout the entire year. No one is safe from this growing door to door trend. The best way to prevent fraudulent door to door alarm sales is through vigilance and knowledge.

The door to door companies use both high pressure and scare tactics to get consumers to purchase alarm systems on the spot. Many of the victims of these companies have already contracted with an initial alarm company and thus end up paying double.

Things to consider:

Some door to door companies may pose as your existing alarm company. Your existing alarm company will not send someone out to your house to work on your alarm system unannounced, unsolicited or unscheduled. Ask to see their specific company credentials as well as the alarm license from the state or province you reside in.

An alarm system is something that will be used to protect you and your family and summon public safety response. It is a purchase that should be taken seriously and thoroughly researched. Do not make any hasty judgments when purchasing an alarm system and don’t be pressured into signing anything on the spot. If the alarm company won’t take no for an answer or leave without your signature, call the Police.

If you have an existing alarm remember that you are most likely already in a contract that you are responsible for and entering into another contract will not release you from the first one. You may end up responsible for two contracts.

If it seems too good to be true, it probably is. You need time to read the small print before you enter into any contract. It is likely that the costs of a ‘free’ system will be factored into your monthly monitoring charges. Take time to read and review what kind of contract you are entering into and compare it to other companies out there. If you do sign on the dotted line, ask about the ‘cooling off period’ – this is the amount of time you have to cancel the contract after you have signed it.

Remember don’t fall victim to high pressure scare tactic sales. Make sure you do your homework and know what you are getting into. For more information on purchasing an alarm system refer to the False Alarm Reduction Association at www.faraonline.org.
Texas Burglar and Fire Alarm Association (TBFAA)

Fire Prep Course

2013 Registration Form

Please print or type:

Student Information

Student:

Company Name:

Company Training Contact:

Mailing Address:

City:  State:  Zip:

Phone:  Fax:

Are you a member of TBFAA?  Yes  No  

Email:

Class Fee - includes course, course manual and CEU certificate.

PLEASE CIRCLE YOUR CHOICE  Fire Prep

Members  249

Non-Members  349

16 Hour -2 day Fire Prep Course


- 2nd Day - covers the remaining sections for NFPA 72, applicable sections of NFPA 101 and Standards for Suppression & Control.

- Prepares you for TFM 11, 12, 13 & 14 Exams

- The Texas Private Security Bureau also approves this 16-hour course for 16 CEU credits

Cancellation Policy: Written cancellation at least 10 days prior to first day of course - 100% of registration refunded. Written cancellation less than 10 days prior to first day of course receive credit of 50% of paid fees to future course taken within the next 6 months. No show – no credit.

Select a Class Date and Locations for 2013

<table>
<thead>
<tr>
<th>Choice</th>
<th>Month</th>
<th>Fire Prep</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>07-08</td>
<td>Houston</td>
<td>ADI</td>
</tr>
<tr>
<td>April</td>
<td>18-19</td>
<td>Houston</td>
<td>ADI</td>
</tr>
<tr>
<td>April</td>
<td>25-26</td>
<td>Austin</td>
<td>TriEd</td>
</tr>
<tr>
<td>May</td>
<td>09-10</td>
<td>Dallas</td>
<td>ADI</td>
</tr>
<tr>
<td>May</td>
<td>20-24</td>
<td>San Antonio</td>
<td>SGI -TriEd</td>
</tr>
<tr>
<td>June</td>
<td>06-07</td>
<td>Houston</td>
<td>ADI</td>
</tr>
<tr>
<td>June</td>
<td>20-21</td>
<td>Austin</td>
<td>ADI</td>
</tr>
<tr>
<td>July</td>
<td>11-12</td>
<td>Dallas</td>
<td>ADI</td>
</tr>
<tr>
<td>July</td>
<td>26-27</td>
<td>San Antonio</td>
<td>SGI -TriEd</td>
</tr>
<tr>
<td>August</td>
<td>08-09</td>
<td>McAllen</td>
<td>SGI -TriEd</td>
</tr>
<tr>
<td>August</td>
<td>15-16</td>
<td>Houston</td>
<td>ADI</td>
</tr>
<tr>
<td>September</td>
<td>12-13</td>
<td>Dallas</td>
<td>ADI</td>
</tr>
<tr>
<td>September</td>
<td>26-27</td>
<td>San Antonio</td>
<td>SGI -TriEd</td>
</tr>
<tr>
<td>November</td>
<td>07-08</td>
<td>Dallas</td>
<td>ADI</td>
</tr>
<tr>
<td>November</td>
<td>21-22</td>
<td>San Antonio</td>
<td>SGI -TriEd</td>
</tr>
<tr>
<td>December</td>
<td>05-06</td>
<td>Houston</td>
<td>ADI</td>
</tr>
</tbody>
</table>

Payment Method (Circle one)

Check  Money Order

To pay by credit card visit http://tbfaa.org/pay-tbfaa/

Please forward application with check or money order (made out to TBFAA) to:

TBFAA

P.O. Box 224848  Dallas, TX 75222-4848

For Information

Contact Brad Shipp, TBFAA Executive Director
Phone: 877 / 908-2322  Fax: 877 / 908-2522
Email: exdirector@tbfaa.org
More Mobility for UCC with New Central Station Automation

Rich Miller, Security Systems News

6.26.13-- SAN ANTONIO

Company cites need for improved efficiencies, dealer apps

United Central Control is switching to SGS’ Stages for its central station automation, giving UCC dealers expanded access to mobile applications and improving efficiencies to reduce alarm-processing errors, company officials told Security Systems News.

UCC President Teresa Gonzalez said the wholesale monitoring provider, based here, took two years to determine which automation software would be best for its 500 dealers.

“We needed to look at where we are headed with our rapid growth and where we want to be,” Gonzalez said. “SGS seemed to have all of the tools and feature sets that we were looking for when it came to dealer apps, back-office support and flexibility of custom integration, which we’re heavily involved in. That open platform was very attractive to us.”

Gonzalez said SGS has an addressing system that will help UCC as it moves forward with the Automated Secure Alarm Protocol. The company was one of the charter members of ASAP, which speeds the delivery of alarm notifications to public safety answering points by providing information via computer instead of by phone.

“When we do an address verification, it’s going to provide us with the correct PSAP and it’s going to confirm that the address is also correct,” she said. “As we continue to add more police departments to the ASAP program, there will be an ‘accept’ verification for the PSAP to minimize any chance for error during the dispatch process.”

Mark Matlock, senior vice president of UCC, said the capability of Stages to provide automated action plans—calling a certain person between certain hours, for example—also will improve the company’s operations.

“I think the hardest thing for a central station to do is follow dealer notes, and the action plans will literally take the place of dealer notes,” he told SSN. “It puts all of the actions that are required to follow the notes into automation versus putting them into the hands of an operator for interpretation.”

Gonzalez said that will result in fewer errors and faster dispatches.

“When you’re dealing with a lot of notes, that creates slower processing times and potential misinterpretation, and then you have mistakes,” she said. “The efficiencies that we can gain in SGS with these action plans is significant in that they are going to reduce errors. [The wholesale monitoring industry] is very competitive and everyone’s margins are being squeezed. Creating internal efficiencies is very important to our business model.”

Gonzalez said UCC is in the process of implementing Stages and will go live with it on Aug. 15 for a group of volunteer dealers. She said the company will be “flipping the switch for everyone” by the end of September.
Maybe things would have turned out differently...

if the Alamo had modern security technology like your company installs, and the monitoring and response services that Dispatch Center provides.

Give your customers the fast, professional monitoring and reporting service they deserve like your business depends on it. They count on you to keep their homes and businesses safe, and you can count on Dispatch Center to make sure they are.

We’re Dispatch Center and we’ve got your back.

Dispatch Center Ltd., 101 Galleria Fair, San Antonio, Texas 78232 • 866-491-3400 • www.dispatchcenter.net

Build On Success!
At The
TBFAA 2013
Convention
October 22 to 25, 2013

Draft Schedule—Subject to change

For More Information
Visit www.tbfaa.org
or call 877.908.2322

5222 Seawall Boulevard
Galveston, TX 77550
Phone: 800-392-5937

We are Building on 2012’s Success
Great Hotel
Great Gulf Views
More Classes
Free Parking
Proven Products

Texas Burglar & Fire Alarm Association
P.O. Box 224848
Dallas, TX 75222-4848