Everyday TBFAA does work on your behalf. And the work never ends. New laws are proposed, new rules considered, new technologies or techniques are implemented. As our world changes TBFAA helps you adapt and respond.

If you have already invested in your industry - Thank You! If you have yet to join - it’s not too late - visit www.tbfaa.org today to join!
Southwest Dispatch Center

Progressive Monitoring Solutions

www.southwestdispatch.com

1-877-888-7116

sales@southwestdispatch.com

TX License B08564
In Every Issue

President's Message 05
2010 Convention Exhibitors 10
Calendar of Events 07
2011 Training Schedule 04
Associate Members 10
Associations & Chapters 06
Board of Directors List 04
Advertiser Index 03
Legislative Support Contributors 10
PAC Fund Contributors 10

AD Index

Advertiser  Page
Acadian Monitoring Services 15
Alarm Capital Alliance 19
DSC 17
El Dorado Insurance 05
JC Gury 19
LRG 17
Monitronics 17
NMC—National Monitoring Center 13
Nova Internet Services 07
Rapid Response Monitoring 09
Security Networks 19
SentryNet 17
Southwest Dispatch Center 02
Tri-Ed/Northern Video 21
UCC 11

CONTENTS

May 2011 Issue

- Legislative Report
  - Texas Legislative Session Continues  Page 08
- NESA Update
  - NESA Board Meets  Page 09
- Member Opinion
  - A Black Eye for Our Industry  Page 12
- FARA Comes to Texas
  - Texas Associations Supported the FARA Annual Training Symposium
  - Texans Receive FARA Awards  Page 20
  Page 22
- 2011 Convention
  - New Hotel Opens Possibilities For 2011
  - Tentative Schedule of Events  Page 16
- Texas Ordinance Updates
  - Nueces County Officials Consider Drafting Alarm Ordinance  Page 17
- Compliance is a Must
  - Don't Play with Fire  Page 14
- Member News
  - TRI-ED / Northern Video Distribution welcomes Panasonic Business Telephone Systems
  - DMP Offers Cloud Based Web Services
  - DMP SCS-VR™ Virtual Receiver Now UL
  - FARA and Elite CEU Announces Online False Alarm Prevention Series
  - Alarm Capital Alliance has new dealer program
  - Monitronics launches Telular's Telguard Interactive to its National Dealer Network.  Page 23
- Industry Overview
  - FBI: Bank Crimes Fell in 2010
  - Small changes keep seniors in homes
  - Alarm Monitoring Company Responsible for Wrongful Death of Firefighters  Page 18
2011 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.

<table>
<thead>
<tr>
<th>Level One</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 20-21</td>
</tr>
<tr>
<td>February 10-11</td>
</tr>
<tr>
<td>March 24-25</td>
</tr>
<tr>
<td>April 28-29</td>
</tr>
<tr>
<td>May 05-06</td>
</tr>
<tr>
<td>June 02-03</td>
</tr>
<tr>
<td>July 07-08</td>
</tr>
<tr>
<td>July 21-22</td>
</tr>
<tr>
<td>August 11-12</td>
</tr>
<tr>
<td>September 08-09</td>
</tr>
<tr>
<td>October 06-07</td>
</tr>
<tr>
<td>November 10-11</td>
</tr>
<tr>
<td>December 15-16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fire Prep</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 14</td>
</tr>
<tr>
<td>February 18</td>
</tr>
<tr>
<td>March 11</td>
</tr>
<tr>
<td>April 01</td>
</tr>
<tr>
<td>May 20</td>
</tr>
<tr>
<td>June 17</td>
</tr>
<tr>
<td>July 15</td>
</tr>
<tr>
<td>August 26</td>
</tr>
<tr>
<td>September 30</td>
</tr>
<tr>
<td>October 14</td>
</tr>
<tr>
<td>November 18</td>
</tr>
<tr>
<td>December 02</td>
</tr>
</tbody>
</table>

For more 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 (281) 849-5777

Advertising Information
Brad Shipp 877-908-2322
A recent bill introduced in the Texas Legislature as a result of repeated unprofessional activity in Texas by the summer sales model companies reminded me of the need to re-examine what it is to be a professional.

There are many who engage in the electronic security and life safety business as an occupation. It is an activity that they engage in. They collect money and perform services to make a living. They do what they need to - to get by.

A smaller number are electronic security and life safety professionals. The professional completes the training, follows ethical standards and completes his or her tasks in a businesslike manner.

The professional also follows ethical guidelines and is conscientious in serving the customer's needs.

Those of us who are professionals owe a duty to our present and future customers to do our best to bring everyone in our occupation up to professional standards.

This is what TBFAA is all about. By offering training, adopting a code of ethics and molding occupational licensing requirements we are providing a path to all to become professionals.

Each time a “bad apple” surfaces, it reminds us all of the need for professionalism and TBFAA’s role in achieving and maintaining it.
<table>
<thead>
<tr>
<th>Association &amp; Chapter</th>
<th>Phone:</th>
<th>Website:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Texas Chapter</strong></td>
<td>877.908.2322</td>
<td>ctc.tbfaa.org</td>
</tr>
<tr>
<td>Meets the 3rd Tuesday of the month (except Oct &amp; Dec) at 11:30 am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check website for locations and times</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Brandon Blevins p: 512.302.1181 e: <a href="mailto:service@granitesecurity.net">service@granitesecurity.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Northeast Texas Chapter</strong></td>
<td>877.908.2322</td>
<td>netc.tbfaa.org</td>
</tr>
<tr>
<td>Meets quarterly in Longview Area. Plus local meetings will be held in various cities. Check website for times and locations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Ty Edwards p: 903.593.9531 e: <a href="mailto:tye@ruddcontracting.com">tye@ruddcontracting.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Rio Grande Valley Chapter</strong></td>
<td>877.908.2322</td>
<td>rgvc.tbfaa.org</td>
</tr>
<tr>
<td>Corpus - 1st Tuesday of March, June, September &amp; December. McAllen - 1st Thursday of even months.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Daryl Smith p: 956.973.1666 e: <a href="mailto:cmccaleb@securitydepotinc.com">cmccaleb@securitydepotinc.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Houston Gulf Coast Association</strong></td>
<td>281.859.4569</td>
<td><a href="http://www.HGCAA.org">www.HGCAA.org</a></td>
</tr>
<tr>
<td>Meets 2nd Thursday of the month 11:30 am - 1:00 pm at Cadillac Bar and Grill, Shepard @ I-10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Debi Ulmer p: 281.859.4569 e: <a href="mailto:debi@dispatchcenter.net">debi@dispatchcenter.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>North Texas Alarm Association</strong></td>
<td>214.352.9352</td>
<td><a href="http://www.NTAA.org">www.NTAA.org</a></td>
</tr>
<tr>
<td>3rd Thursday of each month at 11:30 am - La Hacienda Ranch - 17390 Preston Rd., Suite 100 Dallas, TX 75252</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Brant Pierce p: 800.683.6773 e: <a href="mailto:Brant@SouthwestDispatch.com">Brant@SouthwestDispatch.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>South Texas Alarm Association</strong></td>
<td>210.402.6262</td>
<td><a href="http://www.SouthTexasAlarm.org">www.SouthTexasAlarm.org</a></td>
</tr>
<tr>
<td>Meets 2nd Tuesday of the month at 11:30. Check website for locations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Mike Schobel p: 210.564.2601 e: <a href="mailto:mschobel@asgsecurity.com">mschobel@asgsecurity.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>National Electronic Security Alliance</strong></td>
<td>301.519.9237</td>
<td><a href="http://www.NESAUSS.org">www.NESAUSS.org</a></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Jordon Brown P: 800-542-7866 e: <a href="mailto:jordon@guardtronic.com">jordon@guardtronic.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>False Alarm Reduction Association</strong></td>
<td>301.519.9237</td>
<td><a href="http://www.faraonline.org">www.faraonline.org</a></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POC: Brad Shipp p: 301.519.9237 e: <a href="mailto:info@faraonline.org">info@faraonline.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Calendar of Events

May
05-06  Level 1 - McAllen- SGI
10    STAA Membership Meeting - San Antonio
12    HGCAA Membership Meeting - Houston
12    STAA Golf Tournament
12    NTAA Golf Tournament
17    Central Texas Chapter Meeting - Austin
18    NTAA CEU Training - Dallas
19    NTAA Membership Meeting - Dallas
20    Fire Prep Class - Houston- ADI
31    Memorial Day - Holiday

June
02-03  Level 1- Longview
02    RGV- McAllen Meeting - McAllen
07    RGV – Corpus Christi Meeting - Corpus Christi
07-09  CSAA-NBFAA Expo - Charlotte
09    HGCAA Membership Meeting - Houston
12-15  NFPA Meeting & Expo - Las Vegas
14    STAA Membership Meeting - San Antonio
15    NTAA CEU Training - Dallas
15    TXBFAA Board Meeting - Dallas
16    NTAA Membership Meeting - Dallas
17    Fire Prep Class - San Antonio- TriEd
21    Central Texas Chapter Meeting - Austin

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
NOVA Internet Services, Inc
Sales@NovaOne.net
We are monitoring several pieces of legislation including:

- **House Bill 1867/Senate Bill 1400** is an omnibus bill for all the Security Contractors licensed and regulated by the Texas Department of Public Safety. It includes several components that are clean-up language from the Sunset Legislation for the Texas Department of Public Safety (DPS) from the 81st Legislative Session. The definition of alarm systems, and adds a new class of licence for “cameras and camera systems”. Another section of this legislation will clean up unintended consequence from the 81st Legislative Session that requires notice to be sent to customers if anything changes regarding the address, phone number, contract, or contact information of the customer’s alarm service company. It will allow for alarm companies to change their monitoring contractor without having to notify the consumer as long as all of the above mentioned information has not changed, and as long as the customer is in no way effected by the change of the monitoring contractor. The bill also amends the Occupations Code to define a “lock.” The bill increases the membership of the Private Security Board from seven to nine members. One new member would be required to be a locksmith licensed under the Occupations Code, and the other new member would be a public member. HB 1867 (the omnibus private security bill) has passed the Homeland Security/Public Safety Subcommittee and is pending a vote by the house.

- **HB 2781** will, if passed, implement the residential fire alarm technician license by specifying the curriculum as a seven hour course with a one hour exam.

- **HB 802** would have given all municipalities authority to regulate door-to-door solicitation and sales by an alarm systems company. TBFAA opposed the bill and recommended that regulation be enhanced under the Private Security Bureau as a more effective way to deal with improper door to door sales. The bill failed in committee.

- **HB 897** would add restrictions on the automatic renewal of contracts. It has passed Business and Industry committee and is pending a vote by the house.

The session ends on May 30th.
NESA Board Meets

By: Brad Shipp

NESA

The NESA Board of Directors met in San Antonio Texas as a part of the FARA Symposium on April 5th. In addition to exchanging information on what is going on in each state, the board agreed to hold a fall meeting in conjunction with the Texas Burglar & Fire Alarm Convention. The board also established a committee to review and amend as required the standards on video monitoring. The committee was asked to ensure that the standard covers - when to request a law enforcement dispatch, archiving requirements, and terms used to describe the dispatch request to law enforcement.

Efforts to improve communications using Facebook and email services were also discussed.
TBFAA Supports

**Associate Members**

Alarm Capital Alliance  
Alarm Express, Inc.  
Bass Computers, Inc.  
Contractors Wire & Cable, LLC  
Digital Monitoring Products, Inc.  
Digital Security Controls, Inc.  
eDist  
El Dorado Insurance Agency  
Elite CEU, Inc.  
Gentex Corporation  
Guaranty Insurance Services, Inc.  
J.C. Gury Company, Inc.  
LRG, Inc.  
Napco Security Technologies  
Nova Internet Services, Inc.  
Open Eye  
Philadelphia Insurance  
Security General International, Ltd.  
Security Networks  
Tri-Ed/Northern Video

**Monitoring Members**

Alarm Monitoring Services, Inc.  
Dispatch Center, Ltd.  
Monitronics International  
National Monitoring Center  
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.

Al DeMarzo  
Angela Burley  
Annie Smith  
Bernard Agholor  
Cedric Bouligny  
Chancy W. Pray  
Chris Russell  
Danny Garcia  
Darlene DeBoer  
Debi Ulmer  
Fidel Gonzalez  
Gary Daw  
Hope Steele  
Jeff O’Dea  
Jennifer Holloway  
Jody Patterson  
John Alimeke  
Louis Gurdo  
Mark Matlock  
Michael Snellgrove  
Mitch Petty  
Monda Hatfield  
Moses Oroian  
Pete Issokson  
Ramiro Hernandez  
Rex E. Adams  
Robert Byrd  
Roger Byrd  
Ron Lewis  
Ryan McConnell  
Sonny Sampson  
Steve Hudgins  
Thomas Boch尼亚k  
Tim Ferris  
Timothy Jarzombek  
Tina Green  
Ty Edwards  

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

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

**2010 Exhibitors**

Acadian Monitoring Services  
ADI  
Alarm Capital Alliance  
Alarm Express  
Altronix Corp  
Bass Computers  
Cornerstone Billing  
Crimeseen, LLC  
Criticom Monitoring Services (CMS)  
Dispatch Center, Ltd  
DMP  
DSC  
Edist  
El Dorado Insurance Agency, Inc.  
Elite CEU  
England -Sonntag  
Eyeforce, Inc  
HAI-Home Automation, Inc  
Honeywell  
IP Datatel  
JC Gury  
Kinky Friedmann  
L1-Bioscrypt  
Microkey

**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**

Quantum Alarm, Inc.  
United Central Control, Inc.

**Gold**

Commercial & Industrial Electronics  
Dispatch Center, Ltd.  
Guardian Protection Services - DFW

**Bronze**

Guardian Protection Services - San Antonio  
Intruder Alert Systems, Inc.  
Ray Cannedy Security & Investigations
HOW DO YOU RATE YOUR CENTRAL STATION?

SEE WHAT OUR CLIENTS SAY:

“My customers regularly call me and compliment the UCC operators on their professionalism.”
– Chell Brooks / Brook Smith Security

“It’s nice to call into UCC and speak to real live people who genuinely care about me and my customers.”
– J.D. Hatcher / Data-Link

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

CONTACT UCC TODAY:
(888) TEAM.UCC  (832.6822)
sales@teamucc.com
www.teamucc.com

Five Diamond Rating
28 Years in Business
Backup Central Station
Best Customer Care in the Industry
Technology Second-to-None
Ask about incentives to move accounts
The Nation’s Premier Central Station
A Black Eye for Our Industry

By Michael Samulin

As I read the industry newsletters (mainly via email), I am amazed at the number of states that are having to battle the “Summer Sales” programs, and even more amazed that the industry publications don’t seem to report this aspect of the “Summer Sales” programs.

The states of Minnesota, Nebraska, California, Georgia, Arkansas (where the attorney general sued an alarm company), Louisiana (where the attorney general has forbidden one of these companies from doing business in their state) and Texas, just to name a few, have had issues with the “summer sales” programs and some states are looking to enact legislation to prevent these companies from using their aggressive (and sometimes unethical) sales tactics to acquire new customers.

Industry associations now have to fight this proposed legislation initiated specifically because of a few bad actors in our industry.

If these “summer sales” programs only targeted customers who do not currently have a security system, and if they would walk away when the homeowner says NO the first time, this might not be a bad program.

But the reality is that these companies do target homeowners with existing systems, and based on most insurance requirements, these homeowners are under contract with their current alarm company.

These “summer sales” persons tell the homeowners that they are sure the contract must be up or is a month to month contract – not necessarily so.

Oftentimes the “summer sales” person tells the homeowner that they are performing an upgrade for their current alarm company when they are not actually affiliated with that alarm company (deceptive trade practices?). Now the homeowner can be liable under TWO contracts and is caught in the middle.

This should be considered interference with a contract (but then again I am not a lawyer).

In addition, stories abound with details of high pressure tactics and the sales person not leaving until they have something signed by the homeowner.

We had one customer tell us that the sales person was in their home for five hours and would not leave until the customer signed the agreement.

This customer was smart enough to immediately execute the three day right of rescission and was able to terminate the agreement.

Again, the fact that these ‘summer sales’ programs are acting in this immoral and unethical manner is a black eye for our industry.

Ironically, today I received an email regarding the top 10 complaints received by the Utah Division of Consumer Protection… yet another state with “summer sales” complaints.

“The fact that these ‘summer sales’ programs are acting in this immoral and unethical manner is a black eye for our industry”

Continued on page 19
THE POWER OF 2

NMC Has Two Locations
Our two fully redundant monitoring centers are designed throughout with the same top-performing technology.

IMMEDIATE DISASTER RECOVERY
Each monitoring center can provide full back-up in case of a catastrophic event at the other facility. The monitoring centers are located in different states to enhance effectiveness.

EMERGENCY STAFFING
In the event of a critical need, operators at both locations are capable of handling alarm and telephone activity maintaining superior response times under any circumstance.

COMPETITIVE EDGE
Two fully-redundant monitoring centers give you a competitive advantage by providing enhanced security monitoring to your subscribers.

We Monitor the Nation
At NMC we provide our dealers with innovative technologies to help you grow your business, throughout the U.S., and including Hawaii.

REAL SERVICE, REAL POWER, REAL CONVENIENCE, REAL SECURITY
- NMC’s UL2050 listing provides our dealers with opportunities in the high security market.
- Alarmaccount.com enables selected end users to maintain their account information securely.
- MASweb 24-hour access to dealer accounts through the web including wireless access.
- MASconnect API is a free application building tool for dealers.
- MASvideo API is a free development tool for video compatibility.

NMC
NATIONAL MONITORING CENTER
877-353-3031 • www.NMCentral.com
Compliance is a Must: Don’t Play with Fire

By Mark Matlock

When properly designed, installed and serviced, fire alarm systems can save lives and over the years, many lives have indeed been saved. The primary focus of fire alarm systems is to save lives. The secondary focus is to mitigate property damage. This is especially true for commercial fire systems. Many commercial fire systems are installed in hotels and large commercial buildings where hundreds if not thousands of people congregate.

Because fire systems carry the burden of life safety, the rules and codes associated with them are much more stringent than those for burglar alarm systems. Companies that venture into fire alarm installation, especially commercial fire alarm installation, must have a higher degree of product and installation knowledge and specialized training.

They also must follow National Fire Protection Association (NFPA) 72 code and report to their local Authority Having Jurisdiction (AHJ). For commercial fire installers, their installations must be planned and those plans must be approved by the AHJ or a professional engineer.

All of this diligence for one reason: to protect lives.

The fire alarm installer, NFPA and the local AHJ’s and State Fire Marshals all work together to ensure the quality of fire systems and to ensure proper installation and service according to NFPA 72.

However, the cold reality is that in the real world, short cuts are taken, codes sometimes don’t get enforced and NFPA mandated response to alarms is often not followed.

The reasons are varied but include; competitive bidding driving down quality, fire alarm dealers disregarding the fire code to preserve customer relationships, central stations disregarding NFPA 72 response guidelines for the same reason, and an overall lack of enforcement due to depleting government resources.

In many cases, property management companies and building owners won’t allow the fire alarm company on the property to service malfunctioning fire systems.

Even though by NFPA code, the fire alarm company is compelled to service the system within a few hours, they often relent to the customer so they will not lose the account.

The proper course of action in this event is to appropriately tag their system and report the status of the fire system to the AHJ.

It is not reasonable for property managers or building owners to refuse service and put lives in jeopardy because they don’t want to pay for required fire alarm maintenance.

Many of these factors are a result of our plunging economy, but nonetheless, there are innocent people whose lives are being put at risk.

It should not be acceptable or tolerable to not follow NFPA code and to not obey the law.

There are hundreds of rationalizations for not complying, but none of them will hold water if someone dies.

If a building burns down and a life or lives are lost, the fire alarm dealer’s fate will reside in the hands of a jury.

The jury will decide on the facts and if the code was not followed, the facts will not be in favor of the fire alarm company.

Continued on page 15
Don’t Play with Fire - Continued

Continued from page 14

The biggest burden for commercial fire alarm companies is where service is involved.

NFPA 72 Chapter 8 dictates the requirements for response to commercial fire system signals as well as the servicing of these systems to ensure the restoration of the systems' integrity.

Fire alarm companies need to understand the section of Chapter 8 that applies to their type of business and they need to follow these rules explicitly.

These rules place a heavy service burden on the fire alarm company but they must be followed.

These mandates are the price of entry for anyone proposing to be in the fire alarm business.

Fire alarm companies should work closely with AHJ’s to address concerns and issues with systems to ensure public safety.

When fire alarm companies, AHJ’s, Fire Marshalls and centrals stations work in harmony, the public at large benefits.

Failure to comply can have catastrophic results.
New Hotel Opens Possibilities For 2011

Brad Shipp, TBFAA

TBFAA will hold the 2011 convention in Galveston Texas on October 26, to 28, 2011 at the San Luis Resort & Conference Center -5222 Seawall Boulevard -Galveston, TX 77550.

You can call the hotel at 972-712-9936 to get the TBFAA rate of $139 per night.

The hotel offers more meeting space and plenty of rooms so that all attendees can stay at the same hotel.

Free parking and free internet will make your stay more convenient and more affordable.

Our headquarters hotel is right on the beach and every room offers breathtaking Gulf views.

We have also changed the days of the week when we hold the convention to allow everyone to finish up in plenty of time to enjoy your weekend.

Plan to Join Us In 2011!

Tentative Schedule of Events

**Wednesday 10/26**
9am to 5 pm Business & Sales Classes
6-7pm - Presidents Reception
7-11pm - TBFAA Awards Dinner

**Thursday 10/27**
9 – 11:30 Legislative & Regulatory Updates
9 – 11:30 Technical Classes
11:30am- 1:30pm - Keynote Lunch
1:45- 4pm Legislative & Regulatory Updates
1:45- 4pm Technical Classes

4-7pm - TBFAA Trade Show
7-11pm - Casino Night

**Friday 10/28**
8-9am Breakfast
1 pm - Golf - Off Site

Thank you to our 2010 keynote and convention sponsors:

**Platinum Sponsor**
Dispatch Center, Ltd

**Gold Sponsors**
Southwest Dispatch Center
Rapid Response Monitoring

**Silver Sponsors**
United Central Control (UCC)
National Monitoring Center (NMC)
Nueces County Officials Consider Drafting Alarm Ordinance

4.23.11 - Corpus Christi Caller Times

Corpus Christi, TX - When an alarm goes off in rural areas of Nueces County, the owner never is charged for a response from sheriff's deputies no matter how many times it's a false alarm. But Nueces County officials are looking to change that.

The sheriff's office only can recommend a change be made. For the ordinance to be enacted, it would have to go before the county Commissioners Court and the county judge. County officials said they haven't seen a proposal yet, but are looking into the idea.
Crimes against banking institutions fell in 2010 compared to 2009, according to the FBI's annual bank crimes report.

In 2010, there were 5,628 reported crimes against banking institutions compared with 6,065 violations in 2009. The 2010 data included 5,546 robberies, 74 burglaries, eight larcenies, and 13 extortion offenses reported to law enforcement.

Most violations occurred on Friday. Regardless of the day of the week, violations from 9-11 a.m. were the most common.

Small Changes Keep Seniors in Homes

Replace doorknobs with levers. Widen door frames. Install a ramp over the front stoop. And maybe add a few electronic monitoring gizmos. Those are solutions that help the elderly - especially those with physical challenges - stay in their longtime homes. Whether it's remodeling a room or signing up for a panic button to press after falling, a growing and ever-more-advanced array of “universal design” and “assistive technology” features are available for aging homeowners.

Demand will skyrocket as the older-than-65 population booms. Futurists say elderly or infirm people living in their own homes might even have monitoring equipment that, using artificial intelligence, won’t just respond to but will help predict when emergencies might occur.

Alarm Monitoring Company Held Responsible for Wrongful Death of Firefighters

When a fire broke out in a home that was being monitored by an alarm company. The shift person on duty at the time the alarm went off used a two-way intercom to talk to the home’s occupants, asking them if everything was OK.

The response by the female resident was that they had a fire. The alarm company representative then called the fire department non-emergency line and said she was calling to report a fire “alarm” and not a “fire.”

As a result of that phone call, the dispatcher rated the call as lower priority, eventually sending one unit out 10 minutes later; 10 minutes in which the fire grew in proportion and intensity.

The two firefighters that arrived on the scene were engulfed by flames while trying to rescue the residents of the home. The two firemen and the two homeowners died as a result of a burning cigarette that had ignited flammable material.

Ultimately, when this case went to court, the families of the two dead firemen sued the alarm companies involved for not handling the initial fire call properly.

The jury agreed and awarded $4.6 million, plus an additional $350,000 for the children of one of the dead firefighters.
I know that state licensing agencies have tried to reign in these companies as often times these companies have not registered their employees properly with the state agencies.

Here in Texas, the Texas Department of Public Safety/Private Security Bureau has made numerous arrests and held numerous door to door sales people for not being licensed. In most cases, the attempt to find a licensed manager or a branch office was not successful, as these companies operated out of rented apartment space.

In my 27 years in this industry, I have never seen a situation like this where a few bad actors have wreaked havoc across the entire country and given our industry this bad reputation.

Being a bottom line kind of guy – here is the bottom line...these “summer sales” companies have come into many states, used unethical sales tactics (to the point of being kicked out of at least one state), often putting customers in double jeopardy with two contracts with two alarm companies, not always licensing their employees, and leaving a very bad taste in the mouths of city and state officials.

These actions reflect on the entire alarm industry even though there are only a few offending companies. So now the good actors have to fight this bad image in the press and in politics, and now in at least one state legislature.

A state representative in Texas has asked for legislation to allow local authorities to regulate door to door sales for alarm companies only. Not for magazine salespersons, not for the Fuller Brush Man (for those of you old enough to remember the Fuller Brush Man), not for the Kirby Vacuum Cleaner salesman, JUST for the alarm sales person. When asked, the municipality requesting this legislation stated that a “summer sales” program company was the cause.

What can we, as an industry, do about this? Apparently not much. These companies have grown so big that they can throw a little money around and diminish any negative press that they might get for these unethical sales tactics.

Hopefully these companies will stop their unprofessional sales tactics, get their companies and employees licensed properly, quit going after contracted customers, and become respectable citizens within our industry.

Only time will tell, but I’m not holding my breath.

The above is the personal opinion of Michael Samulin, a 27 year veteran of the security industry who has been active in both local and state associations in Texas.
The False Alarm Reduction Association held its annual international training symposium in San Antonio, Texas from April 5 through April 8, 2011.

The Texas associations came through in a big way by sponsoring Texas Day, which allowed more public safety and alarm industry members specifically from Texas to attend.

The participation by all attendees was outstanding, and at the end of the week, everyone went home with new ideas to help reduce false alarms. There was wonderful networking, new friends were made, old friends reconnected and feedback on FARA’s 15th Annual International Training Symposium by attendees was excellent!
We Are ... better together!

The combination of Tri-Ed Distribution and Northern Video Systems creates North America's Premier Security Distributor.

With more locations, more inventory and the most complete offering of products in the industry, let our experienced team show you why we are even better... together.

Experience Product Selection Choice Service Opportunities

Come visit us at our Dallas location...
Tri-Ed Distribution, Inc. (Dallas)
2525 Walnut Hill Ln., Ste 200, Dallas, TX 75229
Tel 800.638.7433 · 972.889.9317 Fax 972.889.2295

Tri-Ed Distribution
www.tri-ed.com
888.874.3336

Northern Video Systems
www.northernvideo.com
800.396.4472
Alarm Industry False Alarm Reduction Achievement Award

By Norma Beaubien, FARA

The alarm industry award went to Monitronics, Inc. in Dallas, Texas. Monitronics has been successful in reducing false alarms from their monitored accounts throughout the entire United States. They created a False Alarm Control Team, whose sole job is to reduce false alarms. They instituted Enhanced Call Verification on ALL of their accounts, track and study false alarm rates for jurisdictions in which they have customers, make personal calls to high offenders (3 or more alarms in a 24-hour period or 5 dispatches in a month), and provide extensive employee training on how to address false alarms.

These efforts filter through their entire company; i.e., central station, tech support, customer service, retention, dealers and dealer support. Monitronics creates a Top 9 Jurisdiction Report, which lists the top 20 customers in the 9 jurisdictions that have the most dispatches. Utilizing that report, they are able to perform personal outreach to determine the cause of the problem and then offer solutions. Monitronics has also done an excellent job of building relationships with public safety agencies. They do email, bulk mailings, phone calls and site visits. They also attend monthly false alarm prevention hearings in Dallas.

The results of their efforts are impressive. In Charlotte-Mecklenburg, they increased their number of customers yet reduced the number of alarms dispatched and went from a .249 dispatch rate in 2009 to .226 in 2010. Baltimore County, Maryland’s numbers are even better with a dispatch rate of .328 in 2009 to .264 in 2010. Multnomah County, Oregon showed more alarm users in 2010 yet a reduction in the dispatch rate from .240 in 2009 to .220 in 2010.

Monitronics has clearly had a positive impact on reducing false alarms from their customers and are to be commended for those efforts.

FARA Achievement Award

By Norma Beaubien, FARA

The FARA Achievement Award is given to the person, agency, company or association that has shown significant or meaningful contributions toward the FARA mission. The attendees at the symposium selected Joe Carr, United Central Control for this honor, one he truly deserves. Joe served as liaison with the Texas industry associations for the San Antonio Symposium. He became a member of the Conference Committee and participated on telecommunications and shared his extensive knowledge of the area, the alarm industry and possible instructors. He coordinated the scavenger hunt and extensively promoted Texas Day to get the greatest participation at FARA’s San Antonio training symposium by public safety and the alarm industry throughout Texas. He taught classes and found speakers and panelists for several sessions. Joe attended the Regional Training Session in Dallas and attended and promoted the FARA classes at the TBFAA Dallas and San Antonio Conventions.

Joe was our “go to” guy on the ground in San Antonio, and we would never have been able to put on such a successful symposium without him. Joe definitely deserved to win this award as he epitomizes the description of this award by providing significant or meaningful contributions towards the FARA mission through his cooperative efforts and championing of FARA at all levels.
Member News


DMP Offers Cloud Based Web Services API Enables Security Dealers to Offer Branded, Customized, Portal or Mobile App Digital Monitoring Products (DMP) has released a Web Services Application Programming Interface (API) for use by security system dealers and Central Stations. This cloud-based API makes it possible to write software allowing end users to interact with a variety of services and information sources via their smart phone or a web application in a standard, reliable way. For more information please visit www.dmp.com

DMP SCS-VR™ Virtual Receiver Now UL for Central Station Operation - Digital Monitoring Products (DMP) announced that its SCS-VR, the industry’s first and only virtual software receiver, has earned UL1610, the “Standard of Safety for Central Station Alarm Units.” The new certification enables Central Stations to rely on an alternative to traditional receiver hardware. Adding monitoring capacity is now as easy as installing new software on any UL-listed server, where the SCS-VR can act as the primary receiver or backup to existing hardware receivers. 1610 Central Station is in addition to the UL 1076 Proprietary Listing earned in June of 2010.

FARA and Elite CEU Announces Online False Alarm Prevention Series - FARA (False Alarm Reduction Association) and Elite CEU, Inc. have partnered together to offer the most sophisticated courses that are designed to solve the problem of false alarms through education and awareness. The first one hour course in this series has been released and is available online at www.eliteceu.com

Napco Security’s iSee Video has added a Complete Wireless Outdoor Camera Kit to their line of Wi-Fi cameras. iSee Video Wi-Fi cameras make installs a cinch in as little as 10 minutes. The new Complete Wireless Outdoor Camera kit features; one (1) 802.11 Wireless Weatherproof (IP65) Fixed Camera, 640x480 hi-res, with built-in PIR motion detector, 6 IR LEDs with photo cell activation and night vision filter, power adapter, Patented automatic-enroller Wireless Access Point (WAP) Module & power adapter. Includes custom dealer website log-in screen and 12-months iSee Video Network access.

Alarm Capital Alliance has new dealer program. The program offers cash flow and autonomy. Alarm Capital Alliance, a Media, Pa.-based company that purchases accounts from alarm dealers, unveiled a new independent dealer program.

Monitronics launches Telular’s Telguard Interactive to its National Dealer Network. Telular Corporation announced today that home security monitoring provider Monitronics is launching Telguard Interactive to their national dealer base as part of its enhanced service strategy beginning in May 2011.
Don’t Miss The!

TBFAA 2011 Convention

October 26 to 28, 2011

San Luis Resort & Conference Center
5222 Seawall Boulevard
Galveston, TX 77550

New Hotel
New Days
New Gulf Views
More Classes
Free Parking
Proven Products