Landlines Left Behind as Households Go Wireless

Changes & New Info - Bring Challenges

Rossen Reports: Kids can sleep through smoke alarms, experts say
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- **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.

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Transmitter Editor
Mary Edmonson 800.995.4894

Advertising Information
Brad Shipp 877.908.2322

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**Board of Directors**

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<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>President</td>
<td>Rodney Hooker</td>
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</tr>
<tr>
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<td>512.845.1460</td>
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<td>Fire Vice President</td>
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<td>Chris Russell</td>
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<td>Brian McKinney</td>
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<tr>
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<td>Region 3 Director</td>
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<td>888.832.6822</td>
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<td>Local Associations &amp; Chapters</td>
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<td>HGCAA Board Member</td>
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<td>Director Emeritus</td>
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<td>Chip Bird</td>
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<td>Mitch Reitman</td>
<td>817.698.9999</td>
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<td>DPS - PSB Liaison</td>
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<td>Bylaws - Roger Byrd</td>
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The headline of this issue is “Changes & New Info - Bring Challenges” sums up the last few weeks.

The ongoing phase out of landlines and the news that kids can sleep thru the sound of smoke alarms are two examples.

But the entrance into our industry from multiple directions is perhaps the greater challenge.

Telecommunications companies seek to apply how they have been regulated in their core industries to how they are regulated as they enter the security industry.

And as retail stores, computer vendors and others offer cameras and other security devices they argue that the current rules should not apply to them.

All these competing views have been at play this year in the Texas Legislature.

While we wait to see who will prevail, I think it is important to remember why alarm industry regulation came about.

It was not designed to give one industry an advantage over another or to raise funds for the government.

It was designed to protect consumers. Security services differ from other goods and services because we who provide these services gain unique knowledge about the vulnerabilities of our customers. We take on a responsibility to protect them.

Maintaining background checks for salespeople, technicians and others who have access to information on our customers vulnerabilities is important.

Hopefully the new entrants into our industry will learn to embrace the responsibility that we have all accepted.

Only time will tell.

I am excited to tell you that this years convention will include two true industry leaders—Ken Kirschenbaum and Ron Davis—who can help us all adapt and meet the new challenges.

We have also added new sessions on IP Communications For Security, GPS Tracking, and 3 new sessions on fire alarms.

So plan now to join us in Galveston October 23 & 24.

Best Wishes to All!

Rodney Hooker

Email—president@tbiaa.org

The key to life is accepting challenges. Once someone stops doing this, he’s dead.”

— Bette Davis

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**Central Texas Chapter**

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

Phone: 877.908.2322

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

---

**Northeast Texas Chapter**

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

Phone: 877.908.2322

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

---

**Rio Grande Valley Chapter**

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

Phone: 877.908.2322

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

---

**Houston Gulf Coast Association**

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

Phone: 281.859.4569

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

---

**North Texas Alarm Association**

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

Phone: 214.352.9352

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

---

**South Texas Alarm Association**

Meets 2nd Tuesday of the month at 11:30. Check website for locations

POC: Mike Schobel  p: 210.838.7490  e: mschobel@asapss.com

Phone: 210.402.6262

[www.SouthTexasAlarm.com](http://www.SouthTexasAlarm.com)

---

**National Electronic Security Alliance**

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

Phone: 301.519.9237

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

---

**False Alarm Reduction Association**

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

Phone: 301.519.9237

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

---

**Texas Fire Alarm Association**

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

Phone: 214.763.5623

[www.tfaa.com](http://www.tfaa.com)
## Calendar of Events

### May

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<thead>
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<th>Date</th>
<th>Event</th>
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<td>02-03</td>
<td>Level 1 McAllen- SGI</td>
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<td>09</td>
<td>HGCAA Membership Meeting- Houston</td>
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<td>09-10</td>
<td>Fire Prep Class Dallas- ADI</td>
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<td>14</td>
<td>STAA Membership Meeting- San Antonio</td>
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<td>16</td>
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<td>16-17</td>
<td>Level 1 Houston- ADI</td>
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<td>21</td>
<td>Central Texas Chapter Meeting- Austin</td>
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<td>27</td>
<td>Memorial Day- Holiday</td>
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<td>30-31</td>
<td>Fire Prep Class- San Antonio</td>
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### June

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<td>RGV – Corpus Christi Mtg- Corpus Christi</td>
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<td>06</td>
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<td>06-07</td>
<td>Fire Prep Class Houston- ADI</td>
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<td>10-13</td>
<td>NFPA Meeting &amp; Expo- Las Vegas</td>
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<td>13-14</td>
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<td>17-20</td>
<td>ESX-CSAA-ESA Expo—Nashville</td>
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<td>20-21</td>
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<tr>
<td>27-28</td>
<td>Level 1 San Antonio</td>
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[Sales@NovaOne.net](mailto:Sales@NovaOne.net)
There are several bills, introduced in either the house or senate that we, the TBFAA, are advocating in this 83rd Legislature Regular Session. They are SB407, HB75 & HB458. Following is a brief synopsis of the bills with their bill number, author and which committee they were introduced in.

The good news is that so far we have been very successful in gaining sponsorship for language that we preferred in all three bills and even though we had some opposition for one of the bills, two have been voted out of committee and one has just had its first public hearing.

After those bills there are four more bills listed that have some tenuous relationship to our industry. Some of you may find them interesting.

The exact language of each bill can be found via search at the “Texas Legislature Online” website, www.capitol.state.tx.us.

HB 458
Author: Bohac
Caption: Relating to eligibility requirements for a residential fire alarm training school instructor
House Committee on Insurance
The House Committee on Insurance met on Tuesday, March 26, 2013 at 8AM, in Room E2.026 of the Capitol extension. The Committee considered HB 458 (Bohac), Relating to eligibility requirements for a residential fire alarm training school instructor. Heard in public hearing, left pending. This bill will expand the potential pool of instructors for the Residential Fire Technician course.

The bill was reported out of the House committee on April 2.

HB 3433
Author: Fletcher
Caption: Relating to the regulation of certain private security companies and occupations; creating an offense.
Last Action: 03-20-13 H Introduced and referred to committee on House Homeland Security and Public Safety

HB 1093
Author: Fletcher
Caption: Relating to the composition of the Texas Private Security Board.
Last Action: 03-11-13 H Voted favorably from committee on House Homeland Security and Public Safety. No opposition, so it’s going to the Local & Consent Calendar.

As usual Mr. Rodney Hooker, President – TBFAA, did the majority of the heavy lifting again this session, lining up authors, developing language and other efforts.

Of course I would be remiss if I didn’t reiterate the invaluable support provided by our government affairs advisors, Dean McWilliams, Dan Mays, Alfred Bingham Jr., and the rest of the staff of McWilliams Governmental Affairs Consultants.

Respectfully submitted,
Jeff Bright
TBFAA Vice-President, Security and
Chairman – Legislative Affairs Committee, TBFAA
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<td>Larry Collins</td>
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<tr>
<td>Mark Matlock</td>
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<td>Mary Edmonson</td>
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<td>Mike Rempe</td>
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<td>Robert Lattea</td>
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<td>Robert Vallance</td>
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<td>Roy Yetter</td>
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<td>Ruben Fechner</td>
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<td>Stephen Harper</td>
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<td>Susan Griswold</td>
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<td>Timothy Jarzombek</td>
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<td>Van Mayorga</td>
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### 2012 Exhibitors

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<tr>
<th>Company Name</th>
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<tr>
<td>Acadian Monitoring</td>
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<tr>
<td>Linear</td>
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<tr>
<td>ADI</td>
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<tr>
<td>LRG / Altronix</td>
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<tr>
<td>Alarm Associations</td>
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<td>Monitronics</td>
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<td>Alarm Capital Alliance</td>
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<td>Napco</td>
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<td>Alarm.com</td>
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<td>NEXGeneration Central</td>
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<td>Automated Outlet</td>
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<td>SAFE Security</td>
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<td>AZCO Sales</td>
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<td>Open Eye</td>
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<td>Bass Computers</td>
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<td>Performance Reps</td>
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<td>COPS Monitoring</td>
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<td>Rapid Response</td>
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<td>Criticom Monitoring</td>
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<td>Red Hawk Fire</td>
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<td>Digital Watchdog</td>
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<td>Rust-Ewing Insurance</td>
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<td>Dispatch Center</td>
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<td>SAFE Security</td>
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<td>Sentry Net</td>
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<td>Eagle Distributors</td>
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<td>SGI</td>
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<td>El Dorado</td>
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<td>SICC</td>
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<td>Elite CEU's</td>
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<td>Southland Battery</td>
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<td>Eyeforce Inc.</td>
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<td>Southwest Dispatch Center</td>
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<td>KEYSCAN</td>
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### Legislative Support

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

**Platinum**
- ADT, LLC
- Quantum Alarm, Inc.
- United Central Control, Inc.

**Gold**
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- Dispatch Center, Ltd.
- Guardian Protection Services - DFW
- Guardian Protection Services - San Antonio
- Intruder Alert Systems, Inc.
- Security One, Inc.

**Bronze**
- Ray Connedy Security & Investigations

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### Contributions to the PAC

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

TBFAA PAC
P.O. Box 224848
Dallas, TX 75222-4848
State Fire Marshal Announces Changes to the Texas Fire Alarm Rules

The following is a synopsis of some of the substantive changes to the Fire Alarm Rules.

The Commissioner of Insurance, through the State Fire Marshal, has amended the Fire Alarm Rules in order to resolve inconsistencies within the rules, update obsolete statutory references, and clarify the intent of the rules to better reflect statutory purpose.

The new rules took effect February 14, 2013 - Commissioner’s Order No. 2237.

28 TAC §§ 34.600 the Fire Alarm Rules (effective 2/14/2013)

• §34.607. Adopted Standards updated to 2010 edition for NFPA 11, 13, 13D & 13R
• §34.611.(a)(5) Licenses and Approvals added language so residential fire alarm superintendent may act as a fire alarm technician.
• §34.619.(b) Fire Alarm and Detection System Plans and Drawings amended to allow local authorities to waive the original signature on submitted plans (allows electronic signatures on plans submitted electronically)
• §34.623.(a) Yellow Labels added language to require yellow labels when required inspection, testing and maintenance services are not being performed

FireMarshal@tdi.texas.gov (e-mail)
http://www.tdi.texas.gov/fire/fml.html (Web site)
Landlines Left Behind as Households Go Wireless

Approximately 34 percent of all adults, about 80 million adults, lived in households with only wireless telephones, according to a CDC report.

The number of American homes with only wireless telephones continues to grow, as more than one-third of American homes (35.8 percent) had only wireless phones during the first half of 2012, an increase of 1.8 percentage points since the second half of 2011, according to the Centers for Disease Control’s National Health Interview Study.

The report also found nearly one of every six American homes (15.9 percent) received all or almost all calls on wireless telephones despite also having a landline telephone. While the percentage of households that are wireless-only has been steadily increasing, the 1.8-percentage-point increase from the second half of 2011 through the first half of 2012 is the smallest increase observed for any six-month period dating back to Jan. 2008.

According to survey results, approximately 34 percent of all adults (about 80 million adults) lived in households with only wireless telephones, and 40.6 percent of all children (approximately 30 million children) lived in households with only wireless telephones.

For the period from January to June 2012, there are four demographic groups in which the majority live in households with only wireless telephones: adults aged 25 to 34, adults living only with unrelated adult roommates, adults renting their homes and adults living in poverty. The report also found men (35.2 percent) were more likely than women (32.9 percent) to be living in households with only wireless telephones, while the proportion of women among all wireless-only adults increased from 47.6 percent to 50.2 percent. Adults with college degrees (21 percent) were more likely to be living in wireless-mostly households than were high school graduates (15.5 percent) or adults with less education (11.9 percent).

In the first half of 2012, 29.9 percent of households with both landline and wireless telephones received all or almost all calls on wireless telephones. These wireless-mostly households make up 15.9 percent of all households.

 Approximately 41 million adults (17.6 percent) lived in wireless-mostly households during the first half of this year.

The study included statistics on the health of households. Compared with adults living in landline households, wireless-only adults were more likely to engage in regular leisure-time physical activity and less likely to have ever been diagnosed with diabetes, the study found. Wireless-only adults were also more likely to be current smokers than were adults living in landline households.

Finally, the percentage without health insurance coverage at the time of the interview among wireless-only adults under age 65 (27.9 percent) exceeded the percentage among adults in that age group living in landline households (15.1 percent).
Dedication to Innovation.
It’s How We’ve Built Our Reputation.

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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.

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877-353-3031
3.21.13 CBS Local - Fort Worth, TX - 

If you have an alarm and it goes off, you might think help is on the way. But in certain cities, your alarm is virtually worthless if you don’t have a permit.

People pay big bucks to keep their homes and businesses safe, but the CBS 11 I-Team Investigator Mireya Villarreal discovered many alarms are going unanswered.

Business is steady at the auto service shop in Fort Worth off Alston Street and Rosedale. Owner, Abdullah Selim, has been here for nine years. He says while the neighborhood looks good now it wasn’t always so safe; which is why Selim decided to invest in an alarm system.

“It’s only $25 a month. It’s cheap,” Selim said. “So, I decided to do it. I thought it was a good idea to do it.”

That first year Selim also paid for an alarm permit with the city, as required by a Fort Worth ordinance. But last year, he forgot to renew it and quickly learned how big of an impact that little piece of paper could make.

“I called the cops two times, and they never showed up. I waited and waited and he never showed up,” Selim remembered.

In 2012, Selim’s auto shop alarm went off 16 times. According to the city’s own data, no one ever responded because the business didn’t have a permit. Selim says, thankfully, none of those calls resulted in an actual crime.

But the I-Team got a hold of information from the Fort Worth Police Department that shows Selim is not alone. Since 2011, 38,306 calls have gone unanswered due to no permits.

Fort Worth’s Police Department wouldn’t comment about these numbers or their policy. But Sergeant Kelly Peel did send us a statement, saying in part, “This program saves taxpayers from the expense of officers responding to false alarm calls.” To that point, the data we have shows, of the calls Fort Worth Police did respond to in 2012, more than 19,000 were false alarms.

“False alarms, it’s well over 90% of the time. But it’s that 2-4% of the time, where it’s a real actual break-in,” Dwayne Stoltzfus of Smith Monitoring explained.

Stoltzfus is part owner of Smith Monitoring, one of the biggest alarm companies in North Texas. In the last few years, he’s seen a big increase in the number of home and business owners wanting alarm systems. Once they’re installed, the company encourages all their customers to take out permits.

“The permit is a revenue source for the cities,” Stoltzfus noted. “And really, what that allows them to do is to have more of a presence. So, ideally that goes towards having more officers in the field.”

Fort Worth currently has 34,812 active alarm permits. At $50 dollars a pop, that means the city brought in more than $1.7 million this past year.

The I-Team uncovered, despite what you might think, instead of putting that money towards more police boots on the ground, it actually goes into the city’s General Fund; which means it can be used for any of the city’s services.

We checked with Irving and Dallas, who also require alarm permits. Like Fort Worth, they will not respond if someone doesn’t have their system registered and their permit money goes to the general fund, not directly to their police department.

The following is the complete statement provided to CBS 11 from Sgt. Kelly Peel, Fort Worth Police Department:

“A false burglar alarm is a national problem not unique to Fort Worth.

In the recent past, a national study was conducted by the Department of Justice.

The National trend at that time was that 94-98% percent of all alarm calls to police were false.

The study cited three major causes for these false alarms:

1) User error
2) Faulty equipment
3) Poor installation

These calls also made up 10-25% of all calls to police.

These statistics create a huge waste of taxpayer dollars and tie up police officers from responding to other police calls for service.

After analyzing the data, many of false burglary alarms are to the same address.

Police communications process calls as a Burglary Alarm-No Permit when there is no permit or the permit is invalid.

Citizens are not educated by the alarm companies when they sell them an alarm system about the No Permit No Response Alarm policy.

Alarm companies actively market and sell alarm systems in the City of Fort Worth without consumer knowledge about police response requiring a permit.

Alarm companies call the Police Department for service and the Police Department rarely talks with the citizen.

This complicates the process of educating the citizen about the Alarm Response requirements.”
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?
Rossen Reports:
Kids can sleep through smoke alarms,
experts say

3.22.13 - By Jeff Rossen
and Marianne O’Donnell, TODAY

In the event of a fire, you rely on your smoke de-
tectors to wake up your whole family.

NBC’s Jeff Rossen con-
ducts a test and makes a frightening discovery:
Children can sleep right through the piercing
alarms.

In a fire, you rely on
smoke detectors to wake
your whole family up. But
will they? We conducted
an eye-opening test.

It’s hard to imagine any-
one sleeping through the
loud, high-pitched wail of
a smoke alarm. But every
parent knows: Kids can
sleep through anything.
So are those loud beeps
enough to wake them
up? We put smoke
alarms and kids to the
test. And what we found
will take every parent's
breath away.

It’s a terrifying thought:
Your house is on fire, and
you can’t reach your kids.
The smoke alarm is going
off, wailing. But believe it
or not, experts say in
many cases, young chil-
dren will sleep right
through it.

Could that be true? We
set up a test at a house in
the Connecticut suburbs,
home to the Hollander
family, parents Michelle
and Josh and their three
boys: 9-year-old Duncan,
8-year-old Hudson and 4-
year-old Sawyer.

First we installed
infrared cameras in
the kids’ bedrooms.
Then we told the
boys what we were
doing: a story
about sleeping and
smoke detectors.
We even had a
local fire captain
give them a safety
lesson.

But here’s what we didn’t
tell the kids: that days
later, we’d coming back in
the middle of the night, as
they slept, working with
their parents to see how
they'd react in a real fire.

We watched them on a
monitor downstairs. The
Hollander boys were fast
asleep, and our fire cap-
tain sounded the alarm.
Would they wake up?

Seconds went by as the
alarm loudly beeped
away. Then a minute.
Then two minutes. The
alarm kept beeping, but
the boys kept sleeping
while we watched. Ex-
erts say that in a real
emergency, their chances
of survival would be slip-
ping away.

The boys kept sleeping
through the alarm for
close to three minutes.
The fire captain said they
should have gotten up
and out to safety by then.

When they finally did
wake up, we asked them:
"Did you hear that fire
alarm going off? It was
beeping so loud, right
outside your room!"

"No," the boys answered.
"Didn't hear it at all."

"It would astound you at
how loud the sounds can
get and the children con-
tinue to sleep through
them," said Dr. Gary
Smith, a researcher at
Ohio's Nationwide Chil-
dren's Hospital who has
been studying smoke
detectors and sleeping
children for years.

"They're biologically dif-
f erent from adults, and
that's absolutely critical
for us to understand
when we're trying to pre-
vent injury and death
among children" Smith
said. "They are simply not
small adults. They're dif-
ferent biologically."

And that means they
sleep differently.
"Children spend more
time in deep sleep than
adults do, and that's why
it's harder for them to
awaken in the case of an
emergency," Smith ex-
plained.

That's why Smith says
families need to map out
an escape plan in ad-
vance. Make sure each
adult has a designated
child to wake up in a real
fire.

And that's exactly what
the Hollanders did after
watching their kids sleep
right through an alarm.
From now on, mom
Michelle Hollander said,
"I'm running to wake
them up, because they're
not waking up without
me."

Now researchers are tak-
ing it to another level,
trying to figure out what
will wake kids up in a fire.
TRI-ED Rebrands Across North America


Tri-Ed, North America’s largest independent security distributor, is pleased to unveil its new logo, delivering one poignant message across its entire North American operation.

Tri-Ed’s new logo re-lays the company’s core vision – to be the preferred end-to-end solutions provider in the security industry, connecting its customers with the optimal technology to deliver value to the end-user.

Tri-Ed has consistently served its customers and the security industry for more than 30 years.

Over the past 8 years, Tri-Ed has increased its footprint from 20 to 60 locations through organic growth and strategic acquisitions.

After the acquisition of Northern Video in 2010, Tri-Ed co-branded its logo to reflect the merger of the two organizations.

Tri-Ed’s most recent acquisitions included Seabreeze Security Distributors and SGI in 2012.

"We have added great people to our team over the years," notes Pat Comunale, Tri-Ed President and CEO. "2012 in particular was an incredible year and we believe 2013 will look a lot like 2012. We’re very excited about the growth of the business and the opportunity to serve more customers across the U.S. and Canada."

"Each and every one of us at Tri-Ed is very proud to be part of a terrific team, which is truly the sum of its parts with one shared mission in mind - exceeding our customers’ expectations. Our new logo exemplifies that unified commitment," adds James Rothstein, Tri-Ed Executive Vice President.

For more information, please visit www.tri-ed.com.
New TBFAA Website For Consumers

Brad Shipp, TBFAA

TBFAA has created a new website for consumers. It contains information about how to select a contractor, types of systems, advantages of using TBFAA members and links them to our member directory to search for a qualified contractor.

Consumers can also view the alarm user video and see tips to avoid false alarms.

Separating the consumer information out of the tbfaa.org site also allowed us to streamline that site and focus it on information for TBFAA members and potential members.

You can visit the new site at http://alarminfo.org
Or by clicking on consumer info on the menu at the www.tbfaa.org site.

Please link to both sites from your own websites.

Search engines consider links in rankings and linking to our sites can help us all gain ranking.

TBFAA Consumer Information

Welcome

In order to be an informed consumer you need to understand the different components of a system. A TBFAA Member systems professional will help you determine what components you need to serve your home or business.

Your systems professional should discuss what options fit your home and/or business and lifestyle, for instance, do you have small children, pets, are you away from your home for long periods of time, do you have expensive items such as jewelry you want to protect. All of these things may factor in to determine which system is best for you.

You may decide to install a system for a specific purpose but keep in mind in you can link other devices into your system such as security, fire, entertainment, controlled heating and lighting, and carbon monoxide detection. There can also be cost savings to combine these features versus installing them at a later date. It all depends on what you want and what suits you best.

The best systems professional will customize your system for your needs!

Visit the types of systems page for more information

Visit the types of systems page for more information
SentryNet’s Dealer Conference
April 17 - 18, 2013
Mobile, Alabama

Learn the secrets behind making your business a success.

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- Understanding how to limit your liabilities through legal contracts
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- Build relationships that will help you personally and professionally
- Find out what’s new for 2013 from leading industry vendors
- Receive NTS CEU credits necessary to renew licenses
- When the hard work is over, let SentryNet show you how to play at our annual social event

Join us at SENTRYCON 2013, hosted by SentryNet. This year we are in Mobile, Alabama on April 17th - 18th.

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April 17th - CEU Classes
Tradeshow
Social Event
April 18th - CEU Classes
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Register today at www.sentrycon.us or call us at 800-932-3304 for details
5 Simple Steps To Reduce Customer Delinquency

By: Kristen Mills

As a collection agency that specializes in the alarm industry, we have firsthand experience in knowing why one alarm company suffers more financial loss than another. The following 5 steps will decrease your customer delinquency and free up your cash flow.

Contracts - A Good Beginning

Alarm companies providing the following information in their contracts have less financial loss.

- Social Security Numbers are a must. Verifying individuals and reporting to credit agencies is impossible without a SSN.
- Ask for 3 to 5 references to increase accountability and improve the ability to locate if they move.
- Obtain alternative phone numbers. The onsite number is the first to be disconnected.
- Include a disclosure allowing late fees, collection fees, attorney’s fees and court costs under default. This gives you the leverage to get more of your money back in the event of default, which usually ends in a settlement.
- Disclosures stating that the customer has read the entire contract and is of sound mind to make decisions will safeguard against any claim that the sales person provided information contrary to the terms of the contract. Require customer to initial.

Sales - Quality vs. Quantity

Salespeople working for commission can have a tendency to skip steps and take short cuts in the qualification process to get the short term reward.

- Application approval processes can weed out any incomplete or non qualifying contracts.
- Commission based on longevity will encourage the salesperson to engage in the qualifications process.
- Carefully choosing your sales team will protect your company’s reputation. Customers too often dispute and refuse to pay based on a statement that the salesperson rushed them into signing something that was not explained. We are still able to prove the debtor is responsible for the debt, but these are the accounts that get the installation of equipment and then rarely go past the first invoice in payments. The recovery rate is little to none in these situations.

Credit Checks - Security

Credit checks give you the power to choose your customers wisely.

- Creating a company policy that determines lowest acceptable credit score will increase the security of customer database.
- Customers who do not pass the credit score standard could be offered a security deposit option that states the deposit is not refundable if the contract goes into default.

Payment Options - Invested

Individuals, especially those with bad credit, are more likely to pay when they are invested.

- Payment up front for the equipment and installation reduces your risk and gives the contract more value to the consumer.
- Require down payment or first payment upon sale if they are unable to pay for the equipment or installation.
- Automatic draft options will increase prompt customer payments.

In-House Procedures – Set the Tone

The in house procedures for past due accounts set the tone for how serious the matter will be to the customer.

Payment reminders after the due date and prior to the grace period will prompt those who forgot and warn those who thought they might get away with not paying this time.

Late letters and calls after the grace period will reiterate the seriousness of making the payment. This letter is best when warning the customer that if they go past a certain delinquency that they may be placed with your collection agency.

Placing your past due accounts 30 to 90 days past due is statistically the best for recovery success. The longer you wait the less money you will get back.

Let us be the “bad guy” for you. Collection agencies are trained professionals in collecting debt and are knowledgeable of all the laws in the debt collection industry.

Lockhart, Morris & Montgomery, Inc.
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www.lmmcollections.com
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Houston, TX 77092
Tel: 713 688 2711

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

www.tri-ed.com
# Latest Texas Department of Public Safety, Regulatory Crimes Service Report

1st Quarter Totals –

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## Applications Received (totals do not reflect online registrations)

| Original Company applications: | Online: 180 | Manual: 100 | Total: 280 |
| Original Individual applications: | Online: 4,090 | Manual: 7,635 | Total: 11,725 |

## Applications Processed (totals reflect online registrations)

| Original Company licenses issued: | Online: 82 | Manual: 80 | Total: 162 |
| Original Individual registrations issued: | Online: 2,704 | Manual: 5,768 | Total: 8,484 |

## Active Licenses and Registrations:

- Company licenses: 5,593
- School licenses: 275
- Individual registrations: 130,447
Alarm Ordinances Recently Adopted in Texas

Courtesy of NESA

TX: Odessa's New Alarm Registration Fee Clarified

1.9.13 – KOSA – Odessa, TX - Odessa – New information on Odessa’s alarm registration fee.

We reported that the city will begin to charge its 10,000 registered alarm owners a fee. Police say they want to clarify the cost of registering an alarm. It’s $25 for businesses and $20 for residences for the first year and $20 for businesses and $15 for residences in the years following.

Owners face a $500 fine if the new ordinance is not followed.

“If they have an alarm as long as that alarm does not go off and require police to respond, then we can’t control it,” said Odessa Police Public Information Officer Sherrie Carruth. “It’s only when that alarm goes off and it requires police and fire or any type of first responder response, then they will be fined.”

Odessa joins a number of other Texas cities that charge alarm fees— including Midland and Lubbock.

However, Lubbock police only charge owners after responding to three false alarms.

It will take at least until the end of the year to notify alarm owners of the changes.

If you’re not sure of the registration status of your alarm, you can call Odessa Police records at (432) 335-3325

TX: Harris County tightens rules on false alarms

1.8.13 - Houston Chronicle - Harris County, TX - Residents and business owners in unincorporated Harris County whose burglar, fire or panic alarms falsely dispatch law enforcement to their properties will be more likely to be hit with a fee after changes to alarm regulations approved on Tuesday by Commissioners Court.

A property previously could rack up five false alarms without penalty, incurring a $75 fee on the sixth false report.

With Tuesday’s changes, the fee now will be assessed beginning with the fourth false alarm in a given calendar year.

Fire alarms also were added to the regulations for the first time.

The changes were put forward by the sheriff’s office, which answers about 100,000 commercial and residential alarms annually, 99 percent of which turn out to be false.

About 85,000 people renewed alarm systems in 2011, according to the sheriff’s office, and another 14,000 were issued new permits.

About 1,300 citations, and the accompanying fines of up to $500, were issued in 2011 against alarm owners who had not registered their systems, the sheriff’s office said.

The initial fee for an alarm permit is $35, with annual renewals at $10.

TX: Denison, Texas approves false alarm ordinance

3.25.13 - SecurityInfoWatch - The Denison City Council approved a new ordinance Monday designed to curb excessive false alarms from residential and business security systems.

Denison Police Chief Jay Burch told the Council, in 2012 the department responded to more than 1,000 false alarms. He estimated it cost the city $40,000. The new ordinance would fine the owners of systems that are repeat offenders as a way to encourage them to remedy the problem.

The ordinance gives every registered system four false alarms annually without penalty.

False alarms caused by storms, power outages, and maintenance - when the alarm company notifies the department of planned work - won’t count toward the annual allowance.

The ordinance requires every system to be registered with the city. There is no fee for registration.

Existing systems have 90 days to register while new systems have 45 days.

For unregistered systems that are discovered through a false alarm, the owner will be given notice of the need to register at that time and then be fined for every false alarm thereafter.

“People that are taking care of their system are not going to be impacted by this,” Burch said.

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TBFAA Training

Texas Burglar and Fire Alarm Association (TBFAA)

Level 1

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 and reference manual, exam, certification for file.

PLEASE CIRCLE YOUR CHOICE 

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<thead>
<tr>
<th>Level 1</th>
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<tr>
<td>Members</td>
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<td>Non-Members</td>
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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.

Select a Class Date and Locations for 2013

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<th>Choice</th>
<th>Month</th>
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Payment Method (Circle one)

Check __________ Money Order __________

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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 San Antonio Hosts Chili Cook Off

Tri-Ed San Antonio hosted its customers and vendors at its first ever Chili Cook Off in March.

Branch Manager Clark Gordon reports that the event was a smashing success! 22 four person teams signed up to compete for the best Chili and the top prize of $1000.00 in Visa Gift Cards.

The competition started early in the morning as teams set up their portable kitchens, grills and fire pits. Another hundred or so customers also came out to enjoy the festivities.

Competitors had all morning to prepare their chili masterpieces before the noon judging, which was done by a panel of judges, made up of industry veterans including many local association board members.

Access Control companies ruled the day as the teams sponsored by Assa Abloy, Kantech and Rosslare placed 1st, 2nd and 3rd, respectfully.

Assa Abloy teamed up with long time customer Multilink to cook the winning brew and walk away with the grand prize and the envy of all their peers.

"We had a great turnout," Gordon notes.

"The Cook Off was a great opportunity for customers, vendors and staff to come together. Everyone had a blast and said they're already looking forward to next year's Cook Off!"

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
Update: Man Impersonating Fire Inspector Identified

From the Austin American-Statesman:

"Police and fire officials are seeking the public’s help in locating a man they say has been impersonating a fire prevention inspector in order to steal money from Austin businesses, officials said Monday. Police say Nicholas Angelo Carrion, 47, stole more than $775 from two Austin restaurants in February by impersonating a fire prevention inspector and tricking managers into paying for fraudulent inspections, according to an arrest warrant affidavit. He is also a suspect in three similar thefts in Atlanta, the document said . . .

. . . Anyone with information about this case is asked to contact fire department investigators at 512-974-0240."

SFMO New Contacts Page

SFMO has released a new contacts page. Please visit http://www.tdi.texas.gov/fire/fmcontact.html. Click on your area of Texas and find your local fire investigator, licensing investigator, and fire and life safety inspector
Training Info

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.

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<td>Non-Members</td>
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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.

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Honeywell Expands Home Automation Systems By Adding Lutron Lighting Control Capabilities

MELVILLE, N.Y., April 1, 2013

Expanded Range of VISTA Alarm Panels Supports RadioRA® 2 Total Home Control System to Provide More Energy Savings and Security Options for End Users

Most residential and commercial models from Honeywell’s (NYSE: HON) popular VISTA series of alarm panels now support lighting, shade and temperature control technology from lighting-control pioneer Lutron Electronics, giving security and home-automation professionals a greater range of options when designing connected-home systems for their customers.

By supporting Lutron’s RadioRA 2 Total Home Control System, the VISTA panels allow installers to offer homeowners the ability to save energy and create lighting scenes based on whether their security systems are armed. For example, the Lutron system can be programmed to turn off lights, close shades and roll back the temperature if the alarm panel is armed, either through a keypad or remotely. Additionally, the solution can turn lights on if the alarm is tripped by an intruder.

“Home protection should never be an afterthought, and more of our customers today understand that security needs to play a prominent role in any home-automation system,” said Rich Black, director, residential product management and business development, Lutron.

“Combining the RadioRA 2 Total Home Control System with the VISTA panels makes it that much simpler for system professionals to deliver value to their customers.”

Both the Honeywell alarm and Lutron RadioRA 2 system are available through the ADI distribution network.

“Advanced technology has become an expectation for today’s homeowners in terms of comfort, energy efficiency and personal protection,” said Alan Stoddard, senior marketing director, Honeywell Security Products Americas. “As a result, interest in home automation has never been higher. Having our wider range of VISTA panels support the RadioRA 2 system means more homeowners have an easier path to a home automation system.”

The RadioRA 2 system works with the VISTA-15P, 20P, 21IP, 128BPT, 250BPT, 128FBPT, 250FBPT and 32FBPT panels, as well as equivalent panels offered by First Alert Professional authorized dealers.

For more information, please visit www.honeywell.com/security.
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Tuesday 10/22
11am – 6pm - Golf
7pm - TBFAA Board Dinner

Wednesday 10/23
9-10am - Ethics
9-10am - Fire Class
9-11am - NESA Board Meeting
10-11am - Code Update
10-11am – Fire Alarms
11am- Noon - National Electrical Code
11am- Noon – Fire Class
Noon- 1pm Lunch for Class Attendees
1-3pm - Financial Class
1-3pm – Fire Class
3-5pm – Sales Workshop
3-5pm – Fire Class
6-7pm - Presidents Reception
7-11pm - TBFAA Roast & Toast Dinner

Thursday 10/24
8-9am - Breakfast
9-11am – General Technical Class
9:30-10:30am - TBFAA & Legislative Updates
11:00am- 1:30pm - Keynote Lunch – TBFAA Membership Meeting
1:45-2:45pm - Fire Updates
2-3pm – General Technical Class
3-4pm - Private Security Updates
4-7pm - TBFAA Trade Show
7-11pm - Casino Night

Friday 10/25
8-9am Breakfast
9pm – 1pm - TBFAA Board Meeting