

# CASIA Communicator



Volume XXXI Number 6

September 2011

Connecticut Alarm & Systems Integrators Association, Inc. Publication • P.O. Box 7290 Wilton, CT 06897 • Tel. 203-762-2444

## WELCOME BACK!

### Thursday, September 22, 2011

Laurel View Country Club

6:15 p.m. Social Hour • 7:00 Dinner and Meeting

Keynote presentation :

**Louis Fiore / Chairman**

\*Alarm Industry Communications Committee (AICC)

## VoIP 2011

- What is happening to POTS?
- Managed Facilities Voice Network – what are they and how to they fit in?
- The future of Digital Cellular / IP / Radio
- How alarm communications are being handled in the next edition of NFPA 72?
- WHAT DOES A DEALER DO IN THIS ENVIRONMENT?

\*AICC is composed of representatives of the Central Station Alarm Association (CSAA), Electronic Security Association, and Security Industry Association (SIA) and major alarm companies and manufacturers. It provides coordination in a variety of areas between the alarm industry and the FCC, other regulatory agencies, and members of Congress, when needed. The committee monitors developments at the federal level affecting the ability of the alarm industry to utilize telecommunications technology in providing protection services to the public.

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# Communicator

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## Past Presidents

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Susan R. LaFond (January 2006)	Carl Spiegel (1990-1)
Richard G. Weiss, CPP (2004-5)	Russ Fraser (1988-9)
David W. Wilson (2002-3)	Horton Spitzer (1986-7)
Howard Friedman (2000-1)	Irv Shiffrin (1984-5)
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-------------------------------------------------	-------------------------------------------------------------	----------------

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## CASIA's Next Events for 2011

**September 22**

### General Membership Meeting

Laurel View Country Club

6:15 p.m. Social Hour

7:00 Dinner and Meeting

### Keynote Presentation

## VoIP 2011

Presented by

**Louis Fiore**

Chairman

Alarm Industry Communications Committee  
(AICC)

**October**

**NO MEETING**

## 2011 MEETING CALENDAR

CASIA meetings are held the last Thursday of the month  
at **Laurel View Country Club** unless **otherwise noted**:

### Please note calendar changes

November 10	Police Services Night
December 15	Holiday Party

## ISC Solutions

**November 2-3**

**Javits Center, NYC**

Register today at

[www.iscsolutions.com/CASIA](http://www.iscsolutions.com/CASIA)

**Don't miss it!**

**See you at Booth #1550**

## From the President



It is hard to believe that summer is over. I hope everyone had the ability to take some time off and recharge their batteries.

Over the summer CASIA had our annual golf tournament. Thanks to Andy Wilson, Pat Remes and the rest of the golf committee for all their hard work to make this event a great success including the great weather they ordered. Part of the success also comes from our many generous sponsors who continue to support CASIA year after year. Mark your calendar now for next year's tournament which will be held on July 26, 2012.

Thursday, September 22, is our next meeting. The guest speaker is Lou Fiore, Chairman of AICC. Lou will be giving us an update on VOIP and other communication changes/additions. This is a great opportunity to find out what is happening in the communications world so you are prepared and proactive rather than unprepared and scrambling to play catch up when suggested changes turn into industry standards or become mandated.

An upcoming event that everyone should plan to attend is ISC Solutions. The dates and times are November 3 12 noon-6 pm and November 4 9 am-5 pm. CASIA representatives recently met with Ed Several and his team from Reed to discuss the many new and exciting changes at the show this year. Stay tuned for additional information about the show.

Joel Kent and Pat have been working hard on the education schedule for the fall. Please let Pat know if you or anyone from your team would like to attend a class or two. Education is the best way to stay current on technology, codes and techniques. And taking your classes through CASIA helps support our association.

CASIA is always looking for members to volunteer for board positions. We are beginning to formulate the slate of officers for the next two years. If you or someone within your organization would like to be nominated, please let Pat or me know. Fresh ideas and new blood are always welcome!

Thank you for your continued support of CASIA. I look forward to seeing you at the September meeting.

*Jason Sokal*

## LOBSTERBAKE

### "Oh What a Night"!

Our annual Lobsterbake combined a foot fest and a jam fest. Sea House Clambakes wowed us with fabulous eats and Luis Barros and Tom Saldemarco's band "Double Hung" blew us away with talent and great sounds.

Eighty three people ate well, listened happily and stared up at a perfectly blue sky. Some members (Messrs. Budinoff and Hoey) felt their talents needed to be showcased with the band. AND, they were actually good! Great time – hope you'll plan to be there next year.



## TRAINING / EDUCATION

What is it worth? What does it cost? Is there a cost benefit analysis to training?

You have to ask yourself what does it cost you to have a technician in the field make a mistake. It can cost you *time*. The time it takes to identify and correct the mistake. (Time on the clock to be sure. Money you cannot recover from the customer). It can cost you *credibility* as your customer sees the technician reading manuals trying to make something work, or worse, a building official asking a technician about his work only to find the technician does not have a clue about what he/she is doing. As the licensed contractor are you comfortable designing a code compliant fire system? Residential or commercial? Do you or your techs have the time to sit on "hold" for tech support to answer a question when you should have the skills to find the answer?

These are philosophical questions about training. Now I will ask the direct question. Where are you going to have your apprentices get their formal required education? Private technical school? Maybe if they have to \$12,000.00 to spend and 1 year of full time school. State Technical School? Several Technical Schools have eliminated their apprentice training programs for 2011/2012 school year.

CASIA offers the only direct path to apprentice training where you can get all 300+ hours of required education in under 2 years. 10 weekends. (24 days!!!) How can this happen? Easy, you have to **want it**.

CASIA runs NTS COURSES on a scheduled and on an "as requested" basis. If there are a minimum of 7 students requesting/requiring the course, it will happen. That being said, many of you have tried to sign up for classes within the last week before a scheduled class only to find the class cancelled. **We need advanced commitment** to make classes happen.

The fall scheduled is listed on this page in the COMMUNICATOR and online at [www.casiact.org](http://www.casiact.org).

If there is a course you need or want, contact Pat and let her know. Our courses are flexible. For example, if nobody requires Electronic Access but eight people need to complete FAIM, we can change, but **only if we have advanced notice**.

Low Voltage Electrical is a licensed trade in CT, which requires apprenticeship – 4000 in-field hours, and 300 hours of approved **training**. CASIA can provide the last component in a timely and cost-efficient way.

If you don't know NFPA 72 from Route 72, you need training.

**ANNUAL POLICE SERVICES NIGHT is  
November 10<sup>th</sup>.**

**It's not too early to personally invite police  
personnel from your towns.**

## Education Schedule Fall 2011



**\*Note: Adequate pre-registration for all classes is required. Please register early.**

**State of Connecticut Department of Labor/Apprenticeship  
Division recognizes CASIA and NTS classes  
for "related studies" when applying for  
your low-voltage license.**

Registration forms are available on our website, [www.casiact.org](http://www.casiact.org), along with descriptions of the course material. **All classes are required for an apprentice** working towards his/her low voltage license (L-6 / C-6). The OSHA 10 class is recommended for every individual in the industry and may be mandatory when bidding on municipal and high-end jobs.

- NTS Video System Technologies (VST) Course**  
**Fri/Sat October 21-22 8:00 a.m. – 4:30 p.m.**  
CASIA Members: \$295 Non-members: \$395  
Location: to be determined (New Haven vicinity)
- NTS Troubleshooting, Service & Maintenance (TSM) Course**  
**Fri/Sat Nov 11-12 8:00 a.m. – 4:30 p.m.**  
CASIA Members: \$295 Non-members: \$395  
Location: to be determined (New Haven vicinity)

**NEW**

- OSHA 2011 / 10 Hour COMPLIANCE Class**  
**Rules / Regulations / Preparation / Record Keeping**  
**OSHA Manual and Certification Card included**  
**Onsite OSHA trainer / Nathan Daniel**  
**Wed/Thurs Nov 30 – Dec 1 8:00 a.m. – 1:00 p.m.**  
CASIA Members: \$175 Non-members: \$195  
Location: ADI, 335 Quarry Road, Milford

**NEW**

- Electronic Access Control (EAC) Course**  
**Fri/Sat Dec 9-10 8:30 a.m. – 4:00 p.m.**  
CASIA Members: \$285 Non-members: \$385  
Location: Tri-Ed/Northern Video, 262 Quarry Road, Milford CT



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

## Celebrating the 21<sup>st</sup> Anniversary Golf Classic!

THANK YOU for your commitment to CASIA's annual fun/fund-raising golf outing. YOUR sponsorship and participation in this event gives CASIA the ability to remain a powerful resource for the Low voltage and systems integration industry! We owe our success to you.

**Golf Chair:** Andy Wilson

**Committee:** Aaron Czapiga, Stephen Gochros, Paul Hoey, Jason Sokol, Julie Robillard

**Perfect day; better than perfect scores! Thank you to our sponsors, our members and their guests, and a dedicated golf committee for making the 21<sup>st</sup> Annual - perfect!**

### 2010 PREMIUM SPONSORSHIPS

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**TOURNAMENT PRIZE BENEFACTOR... SILENT KNIGHT**

**LONGEST DRIVE MEN'S & WOMEN'S...RAPID RESPONSE**

**RAFFLE PRIZE BENEFACTOR...CMS/Criticom**

**CHIPPING CONTEST...DSC PUTTING CONTEST...MRI Direct**

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Matthew Didden  
Mike Viscuso  
Al Brigante

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Mike Mauriello  
Dominic Prete  
Bill Fredericks  
Mike Maher

**TEAM # 2**  
Erik Barfield  
Ken Poole  
Bill Clark  
Ken Marshall

**TEAM # 3**  
Peter LaBarbera  
Robert Degennaro  
Mike Romeo  
Nick Pritti

**TEAM # 3 A**  
Carl Spiegel  
Stephen Spiegel  
Ed Ocean  
Steve Crook

**TEAM # 4**  
David Wilson  
Dave Lenhart  
Tony Hayes  
Wilson guest

**TEAM # 4 A**  
Frank Wolferseder  
T.J. Wolferseder  
Jeff Martin  
Bob Dean

**TEAM # 5**  
Kyle Leavitt  
George Selvonchik  
Brett Selvonchik  
Jack Timchak

**TEAM # 5 A**  
Carl Hanselman  
Chris Ramos  
Mike Kozma  
Bill Compton

**TEAM # 6**  
Bert Losacano  
Judy Godard  
Jeff Graybill

**TEAM # 6 A**  
Luis Barros  
Allen Glassman  
Mike Terry  
John Camara

**TEAM # 7**  
Dana Klesh  
Bob Rossman  
Jimmy Corbett  
Michael Kay

**TEAM # 8**  
Joel Kent  
Deb Kent  
Don Blinbury  
Joanne Ganz

**TEAM # 8 A**  
Chris Ferro  
Howard Friedman  
Andy Crocker  
Preston Powell

**TEAM # 9**  
Bill Cusack  
Stu Lockhart  
Jim McCann  
Ambrose Gates

**TEAM # 9 A**  
Andy Wilson  
Carolyn Wilson  
Craig Callahan  
Sarah Callahan



# Thursday, July 28, 2011

## Lyman Orchards Golf Club



Team 14 – ISC Pink Powerhouses and the guy!

### TOURNAMENT PRIZES

Low Gross  
 Low Gross Runner Up  
 Low Gross 2nd Runner Up  
 Longest Drive - Men's  
 Longest Drive - Women's  
 Closest to Line - Men's  
 Closest to Line - Women's  
 Closest to Pin - Front 9  
 Closest to Pin - Back 9  
 High Gross  
 High Gross Runner Up  
 Golfers Warehouse Hole-In-One

Ogio Velocity Stand Bags  
 Bag Boy Sidekick Bag Carts  
 EZ-Caddy T7024 Travel Bags  
 Odyssey White Hot XG Putter  
 Odyssey White Hot XG Putter  
 Cleveland Golf CG14 Black Pearl Tour 160° Wedge  
 Taylor Made Burner Hybrid 22° Rescue Club  
 Taylor Made Burner Hybrid 19° Rescue Club  
 Taylor Made Burner Hybrid 19° Rescue Club  
 Pinot Noir  
 Sponge Bob Golf (goof) Ball  
 Golf Club Set



### RAFFLE PRIZES

- Samsung 20" LCD HDTV
- Men's Golf Gloves
- Cedar Grilling Planks
- "Little Giant" Telescopic Ladder
- Golf Umbrella
- Cordless Electric Wine Bottle Opener
- Taylor Made Re 18° Rescue Club
- Ladies' SKAGEN Wristwatch
- Collapsible Cooler on Wheels
- Titleist Volkey Black Nickel Wedge
- Men's Swiss Army Wristwatch
- Stanley "Wrap & Go Power Station"
- Magna Cart Folding Hand Truck
- Tommy Bahama Beach Chair
- Golf Balls
- \$600 Gift Certificates /Lyman's
- Rolling Duffel
- Mag-Lie LED 2 Flashlight Set
- Taylor Made Stand Bag



Low Gross WINNERS! – Team 15  
 (Team Tri-Ed – Jeff Mason, Ken Erdheim, Scott Packard, Mike Lobrosciano)

### And The Winners Are:

Low Gross – Team 15 / Score – 58  
 Low Gross 1st Runner Up – Team 7 / Score 60  
 Low Gross 2nd Runner Up – Team 16 / Score 60  
 High Gross – Team 6A / Score 88  
 High Gross Runner Up – Team 12A / Score 87  
 Longest Drive #8 Men's Michael Music  
 Longest Drive #8 – Women's Jamie Orvis/Golf Humor. HE donated the putter to the raffle  
 Closest to the Pin #2 – Dave Kosciuk  
 Closest to the Pin #11 – Scott Packard  
 Closest to the Line #6 – Men's – Ed Ocean  
 Closest to the Line #6 – Women's – Sara Callahan  
 Putting Contest – Ambrose Gates  
 Chipping Contest – Armand Cuzzo



Low Gross Runner Up – Team 7  
 (Dana Klesh, Bob Rossman, Michael Kay, Jimmy Corbett)



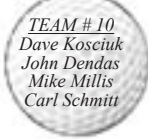
Low Gross 2nd Runner Up – Team 16  
 (Chris O'Loughlin, Craig Hoefer, Tom Hoefer, Vito Colonari)



High Gross – Team 6 (Bert Losacano, Judy Godard, Jeff Graybill)



High Gross Runner Up – Team 12 (Julie Robillard, Jason Sokol, Mark Resko, Morgan Culpepper)





## SHOPPING FOR AFFORDABLE HEALTH INSURANCE

by *Ed Sterczek*

*Mass Marketing Insurance Consultants, Inc.*

The key to finding affordable group and individual health insurance is to know exactly what you need and what you can afford. By knowing what you need, you can choose the right insurance plan that suits you and your employees best without costing too much.

However, researching health insurance is very time consuming and can be very frustrating unless you are extremely savvy in the healthcare arena. Therefore, ESA has partnered with Mass Marketing Insurance Consultants, Inc (MMIC) to help you design a healthcare program to fit your needs, your employee's needs and your budget.

ESA members can obtain a free no obligation quote through Mass Marketing Insurance Consultants, Inc. (MMIC) at [www.mmicinsurance.com/esa](http://www.mmicinsurance.com/esa).

### 1) **Health Insurance Quote for Individuals and/or Family**

Click 'Proposal Request Form for Individual and Family'

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## First stop at ISC Solutions? Booth # 1550: Your ASSOCIATION PAVILION during the show.

Connecticut, New York, New Jersey and Pennsylvania Associations are coming together to make your time at ISC valuable, comfortable, informative and fun. This is our first official annual gathering at ISC Solutions for our members and we have a dedicated, private lounge on the show floor.

First, representatives of the PAVILION will greet you at the show's entrance offering TOOL BUCKS and direct you to the ASSOCIATION PAVILION for validation. TOOL BUCKS provide you with savings at the new ISC "Tools of the Trade" Pavilion where you will meet exhibitors with products every alarm dealer needs and uses every day to make their job easier!

The ASSOCIATION PAVILION is a place to network with colleagues; learn about state legislative issues; find out about upcoming industry events and training schedules. PLUS, test your skills at golf tee and enter the raffle contest for the grand prize each day.

On top of these great things, you will also find the following at ISC Solutions:

- Now part of Security Week. 3 Days. 4 Events. For all Security Professionals.
- Learn about product interoperability in the Case Study Theatre.
- Receive FREE Education on topics such as, Securing RMR in Today's Economy, Getting the Most out of Your Sales Efforts, and Driving a Culture of Innovation in the Security Cloud.

**CASIA's Board looks forward to seeing you at Booth #1550. It will be a happening place!**





by **Elizabeth Gara**

Gara & Markowski, LLC

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## State Employees Ratify Concessions Agreement

State employee unions voted to ratify the concessions agreement proposed by Governor Dannel P. Malloy to generate an estimated \$1.6 billion in budget savings over the next two years.

Concerns have been raised, however, that the estimated \$1.6 billion in savings is based on program cuts and savings that cannot be confirmed by the legislature's nonpartisan Office of Fiscal Analysis. In addition, there are concerns that the volatile financial markets may result in shortfalls in projected state tax revenues, causing further budget woes.

In commenting on the ratification of the concessions agreement, Governor Malloy stated that he is "committed to continuing to reduce the size, scope and cost of state government. This agreement, therefore, should not be viewed as the end of that process. Rather, along with the consolidations that are already underway, it should be viewed as the beginning of the re-making of Connecticut state government."

The agreement includes a two-year wage freeze for unionized state employees in return for a four-year protection from layoffs. Although wages are frozen, state employees with more than ten years of service will continue to be eligible to receive two "longevity" increases each year. Longevity payments have been eliminated for unionized state employees hired subsequent to July 1.

Overtime pay will continue to be counted in calculating state employee pension benefits. However, state employees hired subsequent to July 1 will have to work for a longer period of time to become eligible for a pension and benefits will be calculated based on the last five years of employment rather than the average of the three highest paying years on the job.

To help achieve savings in escalating health care costs, state employees will be required to participate in wellness programs and receive regular health screenings. Wellness programs have been successful in the private sector in helping to rein in health care costs.

Layoff notices issued or in the process of being issued to unionized state employees have been rescinded and those employees who have already been let go will be returned to state service. However, layoff notices issued to managers who are not unionized will not be rescinded unless there is a reason to give special consideration to those positions.

Of the approximately 2,500 state employee positions that are currently vacant and slated for elimination, the administration has indicated that it might not fill more than 1,000 of those positions. Other noteworthy cuts that will now be rescinded are the closing of several state Department of Motor Vehicles offices, although hours of operation may be reduced.

### Directions to Laurel View Country Club

310 West Shepard Avenue,  
Hamden, CT 06514  
[www.laurelview.net](http://www.laurelview.net)  
203-287-1988

#### From the North or South/Interstate 91:

Take I-91 to Exit 10 (Mt Carmel/Cheshire) Rte 40 (Exit 10 puts you on the Rte 40 Connector running from I-91 to Whitney Avenue, Hamden). Take Rte 40 Connector to the end. Bear left at the fork. Take a left onto Whitney Avenue. Follow approximately 1.2 miles. Take a right onto School Street. Follow through 3 traffic lights and take a right onto Shepard Avenue. Looking at the YMCA. At the next light, take a left onto West Shepard. The Country Club is located a half mile on the left.

#### From Rte 15 - Wilbur Cross Parkway/Merritt Parkway:

Take Exit 60. Take a left onto Dixwell Avenue, the road will fork after 5 traffic lights, stay left and head straight through the 6<sup>th</sup> stoplight, passing Sunoco on your right and Applebee's on your left. This will bring you onto Shepard Avenue. At the fifth light, take a left onto West Shepard Avenue. The Country Club is located half a mile on the left.

Call for Free Training from basic Alarms 101 to advanced programming or adding complementary RMR services. Earn CEUs for state license reqts.



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## The Alarm Technician and Alarm Reduction

by Ron Walters  
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As an installation or service technician it is highly likely that **YOU WILL PROVIDE THE ONLY INSTRUCTION** to an alarm owner they will ever receive. Considering the fact that over 77% of all false alarms and all false dispatches are due to user error, we are obviously falling short in our responsibilities to adequately train the customers. This brief overview will help you in your mission to train your customers properly.

When you arrive at the job site introduce yourself and explain what your work will entail. Ask the customer to walk with you around the home so you will be able to point out any problems such as, furniture that needs to be moved or fragile items that need to be secured. Then make certain that you put the customer on notice that you cannot make the alarm system operational until they have had training and inform them how long the training will take and on what day it will happen. All too often we are left in a position where the homeowner insists on keeping the training brief, and where only one person receives the training. While you may not always be able to train everyone at one time this is one of the primary reasons that the problem exists, so stress the need to train everyone.

When the installation is complete, and you are ready to commence training, walk them through the installation and show them every point of protection, the location of the alarm panel, the location of the power supply and confirm that the power supply is NOT on a switched circuit. This tour serves a dual purpose. It educates the customer and also allows you to show how well you've cleaned up and further allows you to insure that everything is completed.

When you arrive at the keypad explain to the customer in clear language; avoid terms like arm and disarm and opt for on and off. Abort should be cancel and shunt should be bypass. Have the instruction manual in your hand and point out the pages for the proper way to turn the alarm on and off. The most difficult thing for customers to grasp is the concept of delay. This can be further complicated when you throw in home and away features that automatically take away the entry delay and or interior protection.

*"Customer arms in the home or stay mode not considering that other family members have yet to come home."* This can be further complicated by panels that automatically arm in the home or stay mode if the entry door is not opened and closed. *Worse yet*, the customer arms the system in the away mode (because they are leaving) while other members of the family are still in bed. When they wake up they will trip any interior protection.

Explain in detail the process your company uses when the alarm accidentally goes off. Drill the pass-code or

pass-word into them and insist that they choose something they will always remember. Remember that if you've done your job well it may be months before they actually make a mistake and need to cancel an alarm. It is critical to inform them never to leave the home after the alarm is triggered until they have spoken to the monitoring station. **PROVIDE EVERY CUSTOMER WITH WRITTEN INSTRUCTIONS AND THE MONITORING STATION PHONE NUMBERS.** Have them tape those instructions inside a nearby by closet.

When you are completing the emergency call list use cellular numbers immediately after the premise number and never list a person who does not have a key and knowledge on how to use the alarm. Explain two call verification, also know as ECV. If your company doesn't use ECV you should work to change that. If you have questions about ECV visit, [www.siacinc.org](http://www.siacinc.org) where you will find a multitude of information on this and many other issues.

Finally, if the alarm site is in a jurisdiction that has an alarm ordinance you should provide them with a copy of the key provisions of the ordinance. Things like fines for false dispatches, required registrations and renewals should also be covered in detail. Even if you are not required to, it is highly recommended that you provide each customer with a copy of the registration form and the key elements of the ordinance. While many companies consider covering these issues as a negative, almost all alarm ordinances require that YOU cover this material with the customer.

As the primary point of contact with the alarm owner YOU are both the critical and the weak link in the fight to reduce unnecessary dispatches.

### SPECIAL OFFER

To receive a **FREE** complete training package including check lists and tips please contact the author at [ronw@siacinc.org](mailto:ronw@siacinc.org). This package includes end users documents that you are able to personalize with your company's name and logo.



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# Compliance is a Must: Don't Play with Fire

*Mark Matlock, United Central Control*

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 nor 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.

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 Marshals and central stations work in harmony, the public at large benefits. Failure to comply can have catastrophic results.

## Half Of US Employees Want To Quit Or Are Unhappy



Half of all US employees have one foot out the door or are "extremely unhappy" at work, and young people are leading the way in the trend, according to a new survey about job satisfaction.

A recent Mercer ("What's Working") survey found that nearly one-third of US workers are considering leaving their jobs and that an additional 21 Percent view their bosses unfavorably. Mercer surveyed almost 30,000 workers in 17 countries.

Job dissatisfaction has skyrocketed since 2005 when 23 percent of workers were considering leaving their jobs. Employees 34 and younger are the ones most likely to want to leave: 40 percent of employees 25-34 and 44 percent of employees 24 and younger want to quit.

Diminished loyalty and widespread apathy can undermine business performance, particularly as companies increasingly look to their work forces to drive productivity gains and spur innovation.

Here at Reitman Security Search Our related conversations with industry clients indicate that this recession and slow recovery

*by Kevin M. Spagone*

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had fostered dramatic change and uncertainty. As managers we need to understand the impact of this environment on our staff... particularly our high performers who are and will increasingly be sought after by competitors.

The survey also found that:

- 43% of US Employees think they're saving enough for retirement
- 68% rate their benefits program as 'good' or 'very good', down from 76% in 2005
- 53% are satisfied with their base pay
- 42% think promotions go to the most qualified employees

*—Source: Kansas City Business Journal*

We would like to hear your thoughts and experiences with these issues. Contact me at [kevin@reitmanpersonnel.com](mailto:kevin@reitmanpersonnel.com).

# Supplier News

## **ADI**

### **ADI STRENGTHENS ITS PRODUCT LINEUP WITH LUTRON ELECTRONICS TO HELP DEALERS GROW THEIR SECURITY OFFERING WITH LIGHTING AND SHADING CONTROLS**

#### *Energy Saving Products Offer New Opportunities in Residential Security Applications*

ADI announced it has extended its product offering to include energy-saving solutions from Lutron Electronics to help dealers grow in the lighting and shade controls market. Dealers across North America will now have access to Lutron's energy-saving lighting controls, automated window treatments, coordinating accessories and more.

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## **Altronix**

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## **NOTIFIER**

### **NOTIFIER CREATES VIRTUAL LIFE SAFETY SEMINAR**

#### *FREE, Online Seminar Educates on Life Safety Systems Codes, Trends and Solutions*

NOTIFIER by Honeywell has taken the contents of its recent Life Safety Seminars and developed a virtual version to educate architects, engineers and facility managers on the latest codes, trends and technologies. The FREE virtual seminar covers all aspects of emergency communications systems' planning and design, presented by Jack Poole, fire protection engineer and principle of Poole Fire Protection. Additional modules educate on new IP and GSM/cellular fire alarm reporting technologies, advanced forms of smoke and CO detection, and IBC (International Building Code) seismic fire protection requirements. The virtual seminar registration is free and available online 24/7 at [www.notifier.com](http://www.notifier.com).

## **SILENT KNIGHT**

### **SILENT KNIGHT RELEASES NON-PROPRIETARY FIRE FIGHTER TELEPHONE SYSTEM**

#### *Silent Knight to Fulfill Wholesale Distribution Need for Fire Fighter Telephone Offering*

Silent Knight by Honeywell has developed a fire fighter telephone system which can easily integrate with any of its addressable IntelliKnight fire alarm systems or operate in conjunction with other fire alarm brands as a stand-alone solution. The SK-FFT (Silent Knight Fire Fighter Telephone) offers as many as 48 supervised, remote audio connections and is one of the only non-proprietary systems of its type available over-the-counter through wholesale distribution.

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## **Visonic Ltd**

### **My Visonic iPhone Application Provides Homeowners on the Move Better Security and Peace of Mind**

Visonic Ltd., announced the availability of My Visonic, an Apple iPhone® application for its PowerMax® alarm systems.

Using My Visonic, with PowerLink2 web portal, homeowners on the move can utilize Apple iPhone® to easily control their PowerMax® home security system. Homeowners can arm or disarm the security system, view the system's status, view live and alarm time recorded video from wireless and wired IP cameras and control X-10 compliant home devices. In addition, homeowners can set up the system to notify them by email or text message whenever security, safety, home devices or camera events occur.

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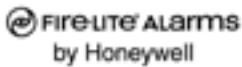
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