

# The Protection Connection

A QUARTERLY PUBLICATION OF THE  
ILLINOIS ELECTRONIC SECURITY ASSOCIATION



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President Paul Hester presents Annual President's Award to Patrick Devereaux of Emergency 24, Inc. The award was presented by President Hester for Patrick's outstanding achievements as Membership Committee Chair and for his assistance with other IESA management issues. — November 2007



**You won't want to miss an IESA Membership Meeting with stellar speakers.**

From Left are Vice President Arnie Miller with Susan Whitehurst of Security Dealer Magazine—March 07 Meeting

President Paul Hester, with Ken Kirschenbaum, Esq who writes an industry legal column and Vice President Miller — September 07 Meeting

NBFAA Treasurer David Koenig and NBFAA Rep to the IESA — November 07 Meeting



## A Message from the IESA President — Chet Donati

As this newsletter reaches you, we will be ringing in 2008 and saying goodbye to 2007.

I hope you all have had a joyous holiday season and will have a prosperous year.

As I step into the new year as your president I first would like to thank Paul Hester for his work as President and hope that his much deserved retirement is filled with enjoyment. Thank you Paul.

I also want to thank the IESA Board members and our director Marsha Kopan for the hours of dedicated work in 2007. Without these individuals our organization would not be what it is today. The knowledge that our board possesses will bring many benefits to our members in the coming year.

As your NBFAA Board representative I will continue to keep you informed as to the happenings in 2008. Also, as a new member to the Central Station

Alarm Association Board of Directors I hope to bring new information that will benefit your companies and updates on new technologies which will affect the monitoring services provided by the central station companies that service our members.

I should also like to acknowledge that Ed Bonifas has been elected First Vice President of the Central Station Alarm Association and is slated to be the new president. Congratulations to Ed.

As a reminder, the NBFAA and CSAA have joined together to co-sponsor the new ELECTRONIC SECURITY EXPO "ESX" that is scheduled for June 25-27, 2008 in Nashville, Tennessee. This expo will be geared especially for the security integration and monitoring companies with exhibits, seminars and new technology and equipment. Simply put this show is the place where you should be. The only way this show is to be a success will be with your support.

Please mark the date and make your travel plans now. Any questions call me or Marsha.

One of my main goals I have set for 2008 as your president is to go out and bring in new members. I have a hard time believing that less than 10% of the licensed alarm companies are active members. I am hoping I can; with your help rectify this.

Looking forward to seeing you all at the Holiday Party on January 30<sup>th</sup>!

Sincerely,

Chet Donati, President IESA

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## What you can do to reduce Residential False Alarms?

by Patrick Devereaux, SVP Emergency 24, Inc.

Every alarm dealer has “problem” accounts. These are the accounts whose alarm systems generate an inordinate amount of false alarms. The problem is: How do you handle a good-paying customer who does not operate their system properly?

Here are four ways to solve your problem accounts: Education; Enhanced Call Verification; Cross Zoning; CP-O1 Compliant Panels.

We all know that user error causes the vast majority of false alarms, so you must train your customers on the proper operation of the system; but also train them on the importance of curtailing false alarms across the board and the possible ramifications if they do not. This educational technique should make them more aware of the issues alarm owners face and instill a sense of responsibility to learn how to operate the system well.

Rethink your customers’ call-back options for burglar alarms. If you are still using Authority first, change it to subscriber first and then add on Enhanced Call Verification (ECV). ECV requires the central station to call two or more phone numbers to try to contact someone before dispatching the authorities. This technique is proven to reduce false alarm significantly.

Cross Zoning enhances the protection strategy and reduces false alarms. Two or more separate trips are

required within a zone before the authorities are dispatched. Central-station software receives the first alarm and sets the call back to subscribers and parties. When the central station receives the second trip from a different sensor or device within a given time frame, the authorities are brought to the screen for immediate notification, then subscribers and parties are called.

CP-O1 Compliant Panels are offered by many manufacturers. These panels reduce false alarms because of one or more of the following built-in requirements (this list of built-ins is not complete): one activation shunts; entry / exit time delays; automatic restart of exit delay, ONCE (upon re-entry); exit error triggers an immediate local alarm; recent closing signals are sent if alarm activates within two minutes of Exit; and no “Single Action” buttons.

### Start the New Year right and deal effectively with your problem accounts.

Feel free to direct your clients to the Consumer Area of the IESA website for tips on maintaining an alarm system:

<http://www.iesa.net/maintenance.php>



# WELCOME NEW IESA MEMBERS

REGULAR		
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*Service Security Technologies*

## IESA Information Center

Do you need to know about events that affect the IESA and the industry? Do you need forms to register for classes or to attend an event? All of these questions can be answered 24/7 by visiting the IESA website at [www.iesa.net](http://www.iesa.net)

Please contact the IESA office for access to the Members Only Area of the website.

As a 501(c) 6, NBFSA is required each year to advise all members of the percentage of annual dues that is **not** tax deductible. In very simplified terms, this percentage is based upon our lobbying activities. For 2008, this has been calculated at 15%.

In addition the IESA is also a 501 (c) (6) and the percentage of its annual dues that is **not** tax deductible based on its lobbying activities is .6% Note that your invoice indicates the amount of dues for the IESA and the NBFSA

## Employment Related Lawsuits and Employment Practices Liability Coverage.

By Jeff Krug, J Krug & Associates Inc

We have seen a proliferation of employment practices lawsuits (hiring, firing, wrongful termination, discrimination, sexual harassment) within the past year. It seems every time a client lets an employee go, they end up getting sued where some type of employment related matter is alleged. The starting cost to defend these types of lawsuits is usually a \$20,000 attorney retainer fee even for a case where the allegations are completely fictitious and it's not uncommon for legal fees associated with winning an employment lawsuit to exceed \$250,000. Consider these statistics:

- In 2002 a plaintiff filing an employment related claim had a 75 percent chance of winning with an average damage award of \$388,128.
- From 2002 to 2006 the U.S. Equal Employment Opportunity Commission logged approximately 420,000 workplace complaints and a total of almost \$1.25 billion was awarded to employees.
- Last year, discrimination claims increased for the first time in four years, pregnancy discrimination charges were at the highest level ever, and a record 15 percent of sexual harassment claims were filed by men.

The chances of being sued by an employee are even greater than the chances of having a fire.

Given these sobering statistics it's surprising that a majority of business owners do not carry Employment Practices Liability Insurance (EPLI) to protect them from

these employment related exposures. What was once an exotic and expensive coverage has become a necessary and affordable solution to employment related lawsuits. For smaller employers it can sometimes be added to business owners or package policies for nominal costs, for employers with less than fifty employees the annual costs range from \$1,000 to \$8,000 and for larger employers the premiums vary depending more on individual company characteristics and size but should be in the range of \$5,000 to \$13,000 for firms between 51 and 300 employees.

Employment Practices Liability Insurance typically provides coverage for employment related claims brought by past, present, or prospective employees for employment related issues such as: race discrimination, gender discrimination, age discrimination, sexual harassment, wrongful discharge. Many options are also available to tailor the coverage to include typical exposures such as coverage for independent contractors and third party wrongful acts.

Can you afford this coverage? Can you afford not to have this coverage?

Make an informed decision on these two questions!

Premium indications are readily available for this coverage without completing an application based on your number of employees and industry classification.



### Who's protecting *your* business while you protect your clients?

Being involved in the security industry, you know the value and peace of mind that comes with having your business protected. We, at J. Krug and Associates, have insured security companies for 23 years and are knowledgeable in providing the coverages your business needs.

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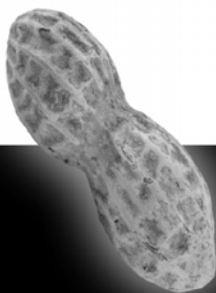
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There is no question that central station monitoring and the recurring revenue associated with it have made the security industry into the big business it is today. Monitoring contracts mean cash flow, assets recognized by the financial community, and an on-going business relationship that can be built upon and optimized.

There's also no question that systems integration is a key to future growth. Both commercial/ industrial/ institutional and residential end-users increasingly

demand integration: 1) integration of formerly discrete security subsystems (alarms, CCTV, and access control) and 2) integration of security with other formerly independent premises systems (lighting, HVAC control, telecom, and audio/video). Suppliers and dealer/installers moving with this trend are able to expand their businesses and capture strong profit margins.

Companies that fail to move with this trend find themselves in a commoditized business with little hope of growth in market share and profitability.

Continued on Page 7



Sue, Steve and Cindy Derkacy of Quality Alarm Systems at September 2007 Membership Meeting



Joe Romeo of Romeo Security, IESA Director with Arnie Miller of Sentry Alarms One, Vice President and Scott Seibert of Tri-Ed Associate Committee Director at IESA Strategic Planning Meeting



Jerry Robinson of ABC Security, Past President with Secretary Joe Nollinger of ADT at IESA Strategic Planning Meeting

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Full Page	\$ 550.00	\$ 1.57	\$ 467.50	\$ 1.34
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Continued from Page 6



ESX will offer the security installation and monitoring industry the highest quality and most comprehensive conference program ever, including seminars on the sale, installation and service of integrated security systems and central station operations, management and development. Seminars will also address the opportunities arising from the intersection of monitoring with systems integration—opportunities like video and access control monitoring, internet monitoring, telemedicine, telematics, and reselling other subscription telecommunications services. All education offerings at ESX will be

accredited for valuable NBFSA National Training School Continuing Education Units.

ESX exhibits will cover technologies, products and services applicable for both the system installation and central station realm. Together, the seminars and exhibits will offer security installation and central station companies that attend a unique insight into the most lucrative and promising areas of the business.

***Because of the event's unique training focus and its sponsorship by the NBFSA and CSAA, Electronic Security Expo exhibitors and sponsors will gain exposure to top decision makers from the biggest, best and most progressive installing, integrating and monitoring companies in the world!***

***For more information visit <http://www.esxweb.com/>***



AIREF serves as the research arm of the electronic life safety, security and systems industry engaged in initiatives critical to public safety, consumers and the alarm industry.

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

**Do you need information to send to your clients regarding VoIP issues that could affect the function of their alarm system?**

Visit SDM's website:

[http://www.sdmmag.com/CDA/HTML/1ba8e3eac5a1b010VgnVCM100000f932a8c0\\_](http://www.sdmmag.com/CDA/HTML/1ba8e3eac5a1b010VgnVCM100000f932a8c0_)

—

Have questions about the URL?

Email [information@iesa.net](mailto:information@iesa.net). Put VoIP SDM link in the subject line.



One voice for the alarm industry on alarm management issues....

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**A REMINDER FROM THE IL. DEPT OF FINANCIAL AND PROFESSIONAL REGULATION**

Under the Act, 225 ILCS 447 / 35-15, it is required that their license number, either superior or agency, be included in any advertisement, i.e. any solicitation for business to include but not limited to telephone directory display ads (NOT LISTINGS), proposals, websites, brochures, etc.

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The diagram illustrates a rectangular window screen frame. A mesh of interwoven detection wires is stretched across the frame. A plug connector is attached to the top-left corner of the mesh. A magnet is positioned at the bottom edge of the frame, and a reed switch tamper is located near the bottom-right corner. Labels with leader lines identify these components: PLUG CONNECTOR, ALARM MESH, SCREEN FRAME, INTERWOVEN DETECTION WIRES, MAGNET, and REED SWITCH TAMPER.

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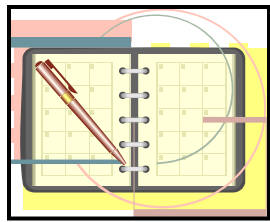
## IESA Calendar of Events & Event Sponsors

All IESA Meetings are held at the Holiday Inn in Elk Grove Village unless otherwise indicated.

All IESA Training Classes are held at ADI, 509 Busse Rd, Elk Grove Village unless otherwise indicated.

Reservations are required for meetings, events and training classes. On-time arrival to training classes is required.

Visit the IESA website to register for events or classes at [www.iesa.net](http://www.iesa.net)



DATE	EVENT	LOCATION
January 30, 2008	After Holiday Party	Wellington — Arlington Heights
March 12, 2008	Membership Meeting	Holiday Inn — Elk Grove Village
March 19-21, 2008	NTS — Level I	Holiday Inn — O’Fallon, IL
April 17, 2008	Alarm Science Boot Camp	Holiday Inn — Elk Grove Village
April 16-18, 2008	NTS — Level I	ADI—Elk Grove Village
April 23, 2008	Fire Alarm Testing & Inspecting	ADI—Elk Grove Village
April 24-25, 2008	NICET II Test Prep Course	ADI—Elk Grove Village
May 8--9, 2008	NTS — Advanced Alarm Tech	ADI—Elk Grove Village
May 14, 2008	Membership Meeting	Holiday Inn — Elk Grove Village
September 10, 2008	Membership Meeting	Holiday Inn — Elk Grove Village
September 10-12, 2008	NTS — Level I	Aurora (ADS host)
October 6-7, 2008	NTS Video Systems Technology	ADI—Elk Grove Village
October 8, 2008	Fire Alarm Testing & Inspecting	ADI—Elk Grove Village
October 16-17, 2008	Fire Alarm Installation Methods	ADI—Elk Grove Village
November 8, 2008	Annual Meeting	Holiday Inn — Elk Grove Village

# The signs are everywhere.



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Go to **sesonline.com** for more information

## Proposed Cook County Gun Registration Ordinance

On December 4, 2007 Cook County Commissioner William Beavers proposed a gun registration ordinance. For a copy of the proposal, visit [www.iesa.net/legislative.php](http://www.iesa.net/legislative.php). His supporter includes Larry Sufferdin. It would take an additional 7 yes votes to pass this ordinance.

The IESA is encouraging alarm companies to write to Cook County Commissioners [www.co.cook.il.us/commissioners.htm](http://www.co.cook.il.us/commissioners.htm) opposing this ordinance.

Opposition points are:




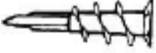




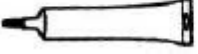



- It is our position that it circumvents State legislation which licenses armed employees. (225 ILCS 447/) Private Detective, Private Alarm, Private Security, and Locksmith Act of 2004.
- Professionals are authorized by State law. These armed employees are subject to background checks and extra training in the handling of weapons. In addition they possess a State Firearm


Control Card.

- In State legislation signed into law this year, registered employees of the licensed agencies are now trained in the identification of terrorists and acts of terrorism.
- Additionally, State law explicitly preempts home rule entities from regulating those professions. United Private Detective and Security Association vs. City of Chicago confirmed the law in a decision rendered on January 20, 1976.

Past experience has demonstrated that the vote process can be manipulated so as to allow a vote when one least expects it. Ask the Commissioners how he or she intends to vote.

The Ordinance has been referred to the Committee on Legislation, Intergovernmental & Veterans Relations. Members consist of the entire membership of the Board and the Chairman Larry Sufferdin (Evanston). No meetings of the Committee are scheduled as yet.

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ABC Security Corp	ESSCOE LLC	Per Mar Investigation Service Inc
ADT Security Services	F. E. Moran—Alarm Monitoring Service	PhoneMasters LTD
Advanced Security Group	Father & Sons Home Service	Programmable Systems, Inc.
Advanced Security Technologies, Inc	Fire & Security Systems, Inc.	Protection Associates
Alarm Detection Systems	HSM	Protection One
Alert Protective Services	Illini Security Systems	Pyramid Alarm, Inc.
Apex Alarm	Illinois Alarm Service	Quality Alarm Systems Inc.
Arlington Security Co.	Infinity Monitoring Services, Inc.	Quinlan Alarm Systems
Aurora Tri-State Fire Protection	Innovative Security & Technology	Reliable Fire & Security Systems Inc
Bancare Inc	Jewell Electric, Inc	Renaissance Communication Systems
Barcom Inc	Keyth Technologies	Romeo Security, Inc.
Brinks' Home Security	Knight Security Alarms	Schaumburg Security Service
Castle Protection Group	LaCrosse Electric Co	Seal-Tight Security, Inc.
CES/Sentry Security	LaMarCo Systems, Inc.	Security Services Group
Chapman's Residential Security	Metronet Safe & Sound	<b>Service Security Technologies</b>
COPS Inc Security Solutions	Monarch Burglar Alarms Company	Sentry Alarms One
Cunningham Security Systems	Nitech Fire & Security Industries	Sonitrol Chicagoland West
Custom Residential Systems	Norcomm Public Safety Communications & Security	Stanley Security Solutions
DMC Security	Norshore Alarm Co, Inc.	Sterling Systems, LTD
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3. To use all lawful means as a medium for exchange and dissemination to members and the public, of information applicable to the field of Burglar and Fire Alarms, closed circuit TV and all other electronic security services.
4. To be guided always by a spirit of justice and honor in all business activities and that all members observe the Association code of ethics at all times.
5. Through cooperative effort, to engage in or conduct lawful activities which benefit the interests of the Electronic Security Industry.

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