

The Protection Connection

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ILLINOIS ELECTRONIC SECURITY ASSOCIATION

IN THIS ISSUE



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Special Issue

Reducing False Dispatches is Job #1 for alarm dealers and municipalities



A Message from the IESA President — Paul Hester

Dear Alarm Dealers and Authority Agencies:

I would like to take this opportunity to welcome a new audience to our readership. For those of you who are not familiar with the **Illinois Electronic Security Association (IESA)**, the organization was formed 25 years ago by a group of alarm installation companies whose goal it was to improve the professionalism of the industry. Additionally, the IESA is a charter chapter of the **National Burglar & Fire Alarm Association (NBFAA)**, the national organization with the same goals and objectives.

There are several reasons for reaching out to the police agencies throughout the state. These include:

1. **Informing you about the IESA.** It is important that you know we exist and that you

understand that we can be a good resource for you and your agency. We have good information with regards to:

- A. Best Practices
- B. Model False Alarm & Alarm Registration Ordinances
- C. Research Data

2. **Opening up a dialog.** Although this newsletter seems to be a one-way correspondence, we invite you to contribute to its content and help us improve the industry.
3. **Establishing a long-term relationship.** Like you, we are here to serve and protect your constituents. We would like to work with you to improve communications for the betterment of our communities and to reduce false alarms.

Please take the time to look through this newsletter. Our goal is

to provide our readers with good and useful content to help them improve.

Feel free to contact me at any time. My email address is sentrypro@msn.com. My phone number is (847)494-5279.



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Reducing False Dispatches — WHAT IS CP-01 and WHY WAS IT DEVELOPED?

CP-01 is an American National Standards Institute (ANSI) / Security Industry Association (SIA) Standard for alarm panels. It was developed by a dedicated group of alarm panel manufacturers and other alarm professional over several years to create hardware options that will help reduce false alarms and dispatches. This Standard has been adopted by the State of Florida and other local entities and is being written into many local ordinances as a requirement. The information below was developed by the Security Industry Alarm Coalition (SIAC) and is used in presentations to alarm dealers and authority agencies across the country.

Most user-caused false dispatches occur during the Entry/Exit sequence.

1. User arms the system, exits the premise and then re-enters
2. User arms the system, fails to exit in time
3. User arms the system, but the building is still occupied
4. User arms the system, but exits through the wrong door
5. User arms the system, fails to exit at all
6. User enters the premise, forgets the code
7. User enters the premise, fails to disarm within the delay time

8. User enters the premise, is unfamiliar with the system
9. User enters the premise through the wrong door
10. Non-delayed activation occurs
11. No keypad is available and the person is unable to hear the pre-warning

CP-01 compliant panels help reduce false dispatches because of the following:

EXIT ISSUES

1. There is a default exit delay of 60 seconds (minimum 45 seconds)
2. Exit delay progress annunciation – different sound the last 10 seconds of delay
3. Automatic Restart of exit delay, ONCE (upon re-entry)
4. A Recent Closing signal is sent if alarm activates within 2 minutes of Exit time expiration.
5. If the user fails to exit – the system arms all zones in the Stay Mode
6. Remote annunciation supported by the panel
7. Exit Time is Doubled if user disables pre-warning (dealer cannot disable globally)

(Continued on Page 11)

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

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 as a charitable contribution. In very simplified terms, this percentage is based upon our lobbying activities. For 2007, 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

States of Florida and Tennessee Require Enhanced Call Verification

Enhanced Call Verification requires that central stations make two or more phone calls to different phone numbers prior to dispatching police to a location for burglar alarms. Please note ECV is for burglar alarms – NOT for fire, panic, or hold-up signals. Statistics show that this technique can reduce false alarms by an additional 60% to 70%. This makes sense because most false alarms are caused by user error upon exit or entry.

Central station personnel experience variations of the two examples given below ALL the time. An example for a residential account is as follows: a person arms their home system and leaves for work in the morning. They made a mistake and there is a 30 second delay. The person is in their car, down the driveway and gone before the system sounds. When the central station phones the premise, there is no one home. This scenario creates a false dispatch.

ECV requires two or more phone calls. The central station would still call the premise first, no answer, they would then call the person on their cell phone and catch them a couple of blocks away. Notification would be made and perhaps the homeowner would cancel the alarm realizing a mistake had been made. Or, the homeowner could direct the central station to notify the police while he or she returns to the premise. Either of these results is better than the sure false dispatch above. Another example is for a commercial customer. Many companies forward their primary lines to an answering

service or system at closing time. The last person arms their system “away” but goes back into their office. The central station phones the primary number and gets an answering system. The next call is to the authorities.

Using ECV, the central station would call the company’s primary number and not make contact. Then they would call the secondary number or a cell phone number. The person would pick-up the second call and cancel the alarm realizing a mistake in arming was made.

Enhanced Call Verification works if it is implemented properly. When adding an additional phone number(s) to be called prior to dispatch, make sure that the people have the authority and knowledge to make the decision to cancel the alarm. Just using party-list numbers does not always work as intended. Think of the first example: the resident arms the system and leaves. The central station phones the home – no answer. The second call goes to Grandpa Bill (the first person on the call list) who lives 15 miles away and doesn’t have the pass code to cancel. While Grandpa Bill is a good person to call and notify of an alarm activation at the premise, Grandpa Bill is not the person to be called prior to dispatch. Also, cell phone numbers are better than work numbers for this purpose. What if the first number on the call list is the work number? The homeowner leaves the house and it takes

(Continued on page 7)



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IMPORTANT CHANGES TO THE PRIVATE ALARM ACT — EFFECTIVE IMMEDIATELY UPON THE GOVERNOR’S SIGNATURE

By: Edward W. Williams, Attorney — IESA Associate Member

For the first time since a major re-write in 2004, the Illinois Legislature, on June 14th, 2007, passed a significant number of amendments to the Private Detective, Private Alarm, Private Security and Locksmith Act, 225 ILCS 447 (“the Act”). There were several bills that started off alone, and then were consolidated into one, Senate Bill 1424. Governor Blagojevich is expected to sign off within the next 60 days. There are several significant changes that will immediately affect all alarm, security, detective and locksmith companies and some that will not have an impact until down the road. In a nutshell, the amendments to the Act enlarge the scope of alarm and security services under regulation by the Illinois Department of Financial and Professional Regulation (“the Department”), increase training and other requirements to become or stay licensed, and upped the fine limits the Department may impose for violations. The new “short” title of the Act is the Private Detective, Private Alarm, Private Security, Fingerprint Vendor and Locksmith Act. Generally, the amendments can be grouped according to what type of companies are affected:

Detective, Alarm, Security, and Locksmith Companies:

Immediate attention must be given by licensees and their employees to a new training requirement covering terrorism. Training now must include “the identification of terrorists, acts of terrorism, and terrorist organizations, as defined by federal and State statutes.” However, this requirement *ONLY* applies to alarm agencies if they have armed employees or those alarm agencies that utilize alarm responders. For those alarm agencies (as well as private detective, private security and locksmith agencies), training now must include “the identification of terrorists, acts of terrorism, and terrorist organizations, as defined by federal and State statutes.” For the typical alarm dealer who does not employ armed employees or respond to alarm calls, the new terrorism requirements do not apply.

In addition, and new to the industry, the Act now requires continuing education for licensees. How much - is still unknown. The Department will adopt Rules based on the Board’s recommendation. Most likely, continuing education will begin in earnest in late 2008 or in 2009.

While unsuccessful in the last three legislative sessions, the Department finally got the modification it

wanted to its *subpoena power* stated in the Act. The amendment greatly broadens its power to compel the production of any document that it deems relevant or material to any investigation or hearing being conducted by the Department. Nevertheless, we were able to convince the Department to insert a provision that requires the approval of a Board member prior to issuing its subpoena.

Note that the stakes are higher for any single violation of the Act. The upper limit of a fine has been increased from \$5,000 to \$10,000. This fine is per violation and may be imposed for any violation of the Act or Rules. In addition, while a conviction has always been a “violation,” a plea of guilty or *nolo contendere* has been added as additional violations. The effect of these non-conviction dispositions is that the Department can now discipline a licensee even if he is not formally convicted of a crime.

Alarm Agencies:

Previously outside the parameters of the Act, were those individuals or companies that engaged solely in the *design* of alarm systems. However, with the simple addition of the word “design” into the definition of “private alarm contractor”, such persons will now require an alarm license or they will be in violation of the Act as well as be committing a Class A criminal misdemeanor. It remains to be seen how literally the Department will interpret the “design” requirement. This subject may be fertile ground for the IESA to consider submitting and /or suggesting Rules to the Department for its consideration.

Detective and Security:

Canine security and odor detection services are now included in the scope of services regulated by the Department. Provisions are contained in the Act to include specific licensing and training requirements for canine training facilities, canine trainers and canine handlers. The Department will issue authorization cards, analogous to what we used to commonly refer to as “fac”cards (now firearm *control* cards, see below). The canine provisions of the Act do contain a “grandfather clause” and exempts those who provide detection services to any governmental unit on an emergency call-out or volunteer and not-for-hire basis.

(Continued on page 19)

AMPS CELLULAR SUNSET ON SCHEDULE WITH NO EXTENSION

Vienna, VA, May 24, 2007 — Despite intense efforts by the Alarm Industry Communications Committee (AICC) and the rest of the alarm industry to seek an extension, the Federal Communications Commission (FCC) has informally indicated that AICC's request for a two-year extension of the AMPS Sunset date will NOT be granted. In the absence of an affirmative extension from the FCC, the AMPS Sunset WILL OCCUR as scheduled. The largest cellular carriers (providing service to most of the country) have publicly reported to the FCC that they will shut down their AMPS service shortly after the scheduled February 18, 2008 "Sunset" date. In fact, there have been several reports of AMPS network deterioration. THEREFORE, IMMEDIATE ACTION IS REQUIRED.

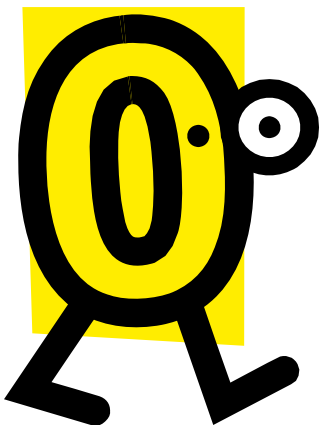
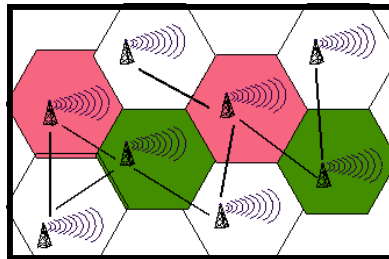
IMPACT ON ALARM COMPANIES

What this means to the alarm industry is that whatever cellular backup or primary units (both direct analog and control channel versions) an alarm company may have previously installed will no longer work once the cellular carrier shuts down its AMPS system, after February 18, 2008. Please be aware that some dealers are under the misconception that their installed cellular units are "digital" and they are not affected by this sunset issue. UNLESS YOU HAVE SPECIFICALLY INSTALLED GSM CELLULAR RADIOS, YOUR "DIGITAL" UNITS WHICH USE THE CONTROL CHANNEL OF THE ANALOG (AMPS) SERVICE WILL STOP

FUNCTIONING.

The Central Station Alarm Association (CSAA) is a trade association representing providers, users, bureaus, and other agencies of UL-Listed and/or FMRC-Approved Central Station protection services. For more information about CSAA and this project, please visit CSAA's Web site, www.csaaul.org.

The Alarm Industry Communications Committee (AICC) is a committee composed of representatives of the Central Station Alarm Association (CSAA), National Burglar & Fire Alarm Association (NBFAA), the 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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States of Florida and Tennessee Require Enhanced Call Verification

(Continued from page 4)

30 minutes for them to get to work. When the central station calls the work number, no one is there yet and a false dispatch occurs.

The Alarm Industry as a whole is embracing ECV. Do your part and start to talk with your customers about it now. Your customers may want more than one

additional call made, because with our hectic lifestyles, who knows which family member or employee will arm the system.

Patrick J. Devereaux, Senior Vice President of Emergency 24, Inc.

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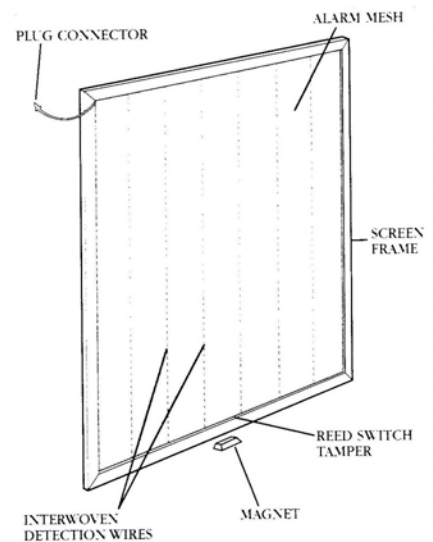
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Reducing False Dispatches

(continued from Page 3)

ENTRY ISSUES

1. Entry Delay default is 30 seconds
2. Entry Delay – progress annunciation – different sound the last 10 seconds of delay
3. Pre-warning Silenced after 1st digit code entry
4. Cancel Message window after abort window – 5 minutes

SIGNAL ACTIONS

1. Burglary Signal – default 30 seconds* delay (can be programmed 15-45 range) *may be disabled by zone or zone type!
2. Fire Signal – default NO DELAY
3. Hold-up/Tamper – default NO DELAY

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9. *70 Call Waiting – 2nd call option
10. Test in Progress Features
11. Preset Automatic Arming – Audible
12. “Simple” Instruction Card

CP-01 compliant alarm panels are manufactured by many companies. A reasonable list is as follows but it may not be complete. Check with your manufacturer to determine their specific models **or** check Underwriters Laboratories (UL) at the following website using the search criteria associated with Category (Code) Control Number “AMTB” <http://database.ul.com/cgi-bin/XYV/cqifind.new/LISEXT/1FRAME/index.html>

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Pareto's Principle Applies To False Alarms

by Patrick Devereaux, Senior Vice President Emergency 24, Inc.

The Pareto Principle states that: for many events, 80% of the effects come from 20% of the causes. While Vilfredo Pareto was an Italian economist and his observation pertained to 80% of Italian income going to 20% of the population, we can certainly apply his theory to false alarms. Study after study (Model Cities, Model States, and others) shows that the majority of false dispatches come from a relatively small percentage of accounts. Therefore, the problem is not as insurmountable or as never-ending as it may seem. The solution first of all requires commitment on your part then a) measurement, b) analysis, and c) remediation. Your commitment must not waiver because the measurement analysis and remediation are ongoing processes that are repeated regularly.

You might think that to have a significant impact on the reduction of false alarms, an effort by a large number of alarm companies is necessary. You are absolutely right. But if you haven't started to do your part, you are behind the curve. All the major companies are doing what is recommended in this article and more. And by taking this action within your own customer base, there will be long-term benefits for you the individual dealer. 1) Your problem accounts will become fewer and fewer in number and 2) you will gain competitively in the marketplace. Why? Simply put, nobody wants false alarms. You don't want them, police departments don't want them, and certainly, your customers don't want them. By showing an interest, and eliminating this thorn in the customer's side, they will recommend you and sing your praises with confidence whenever the subject of security comes up with their neighbors, friends and relatives. That makes it worthwhile. Just follow the procedures below.

Start with measurement. As with any change an organization wants to make, you must first determine the baseline. What is happening now? How many false alarms or dispatches are your customers generating, and who among your customers generate the most false alarms in a month? Develop a ratio – the "Police Dispatch Rate" (PDR). The PDR is how many requests are made for police service per month divided by the number of account you have. Calculating a ratio is important because it facilitates comparisons from month to month as you business grows. Also, you will be able to compare your organization's PDR with the PDR of others within the industry as you learn that industry information. The industry calculates the PDR on an annual basis rather than a monthly basis, and you want this number to be ex-

tremely small. Once you've developed the information, take 3 of the worst offenders and get started. Of course, do more if you can. Analyze and determine why the false alarms are occurring. Give the customer a call and ask questions. You may have probe to get the customers to really think and investigate what they may be doing wrong but just calling them regarding this issue will have positive impact. 1) You care about them as customers and 2) the false alarm reduction issue is that important. Generally, false alarms are caused by user error, but faulting equipment and bad weather can also be significant factors.

Once you determine the problem(s), step in and take action. More training will probably be the answer. After you finish the system-specific information, give them false alarm reduction information which will make the customer aware of this important issue and help explain why and how not to generate false alarms. Good written content can be found through the NBFAA or contact your central station. This information will be very persuasive to your customers as to why false alarm reduction is important. If your problem account(s) is/are really bad, the Central Station Alarm Association (CSAA) has developed an online course for subscribers. It costs \$39.95 to take, but if a customer is facing heavy fines or service denial, this can be very worthwhile - some jurisdictions are accepting the completion certificate as an alternative. The course can be found at <http://www.csaaul.org/FAOTUser.htm>.

If equipment or system issues are the problem, make the necessary repairs or upgrades. Remember the CP01 compliant panels are false alarm resistant.

After you have done what you can, the process starts over – measure, analyze, remediate.

Look for improvements in your numbers and an improved Police Dispatch Rate.

Finally, not every customer will be receptive to this process or willing to pay for changes. Oftentimes, it takes some type of official intervention on the part of an authority agency, or a threat of disconnection from the central station, to help gain the customer's cooperation. Our Subscriber Monitoring Agreement states that we can cancel monitoring service upon 10 days notice if false alarms continue to occur. These negative types of situations are not ideal but hopefully they are few and far between.

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Have You Heard the News?

The AMPS radio network will no longer be operational as of February 18, 2008. Do you have a solution for your customers? WE DO!

EMERgency 24 is building a private radio network using the AES-Intellinet technology. This 2-way, long-range, wireless mesh communications network has proven reliability in the Fire and Life Safety market.



We are currently serving Northbrook, Elgin, Tinley Park, and Chicago's North & Northwest Side.

For more information, contact our Sales Department
800/800-3624



Life Insurance Settlements by Jeff Krug

Individuals who need some of the benefits of a life insurance policy before they die, or who have life insurance policies that for whatever reason will otherwise lapse, should consider selling their life insurance policy. These are called Life Insurance Settlements, also sometimes known as senior settlements, and they allow a life insurance policy owner to sell an existing policy to a financial institution in exchange for an immediate lump sum cash settlement. The amount paid for the policy, usually more than the policy's cash surrender value, is a discounted percentage of the policy's net death benefit and represents the present day value of the policy. This purchase price is determined by considering the insured's estimated mortality (life expectancy) and the associated cost of premiums to keep the policy in force for that timeframe. With a Life Settlement, you turn an otherwise untouchable asset into something liquid and immediately useful while an investor pays the premiums to keep the policy active on you until you pass.

There are many changes in one's lives and other circumstances that can reduce or eliminate the need for an existing life policy. Here are some examples:

The owner has borrowed too much of the cash value of the policy for it to be self-sustaining. This usually happens with retirees who have ended up using the policy as a source of retirement funds, or who have had some unexpected event occur that required them to draw down the cash value of the policy.

If the investment performance of a variable policy was very bad in the early years, the policy will not perform as predicted.

Many life insurance agents have put their clients into policies that, in retrospect, were doomed from the start considering the clients' situation and cash needs.

The life insurance is no longer needed. The intended beneficiary may have died or been disinherited, or for estate tax planning reasons it no longer makes sense for the policy to pay out as planned, such as that the estate no longer needs insurance for liquidity.

A company's key executive could retire, thus ending the company's need to maintain insurance on his life. This is usually needed when a business could fail, be dissolved, or go public, thus eliminating the need for Buy-Sell

Arrangement backed with insurance.

An individual policy is being replaced with survivorship insurance.

A better insurance or financial product for particular circumstances has become available, but for whatever reason the existing policy cannot efficiently be "rolled" into it.

The policy is no longer affordable, or the owners need relief from the monthly premium expenses.

The owners need cash now, such as for a medical emergency or to assist a child or grandchild, or they need cash to supplement their retirement income. Also, the owners probably want a higher cash payout than the cash surrender value.

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Life Insurance Settlements (continued from page 14)

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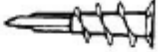







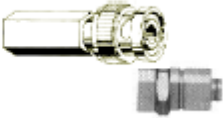
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We feel life settlements are a natural evolution of life insurance products. If you consider a life insurance policy to be a financial instrument like any other asset in a consumer's financial plan you would expect to be able to

access its market value. Until recently, the only option that consumers had to liquidate their insurance assets was to collect the cash surrender value...until life settlements.

If you would like more information or assistance with life settlements or other benefits, please contact Logan W. Simios at J. Krug & Associates at 847-818-7540 or at lsimios@jkrug.com.

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|---|
| 2007 IESA TRAINING SCHEDULE |
| Level I Alarm Technician Wednesday -- Friday, September 12 -- 14, 2007, Aurora IL |
|  Fire Alarm Test and Inspection Wednesday September 26, 2007 8AM -- 5PM |
| NICET II Test Preparation Class Thursday -- Friday, September 27 - 28, 2007 |
| Understanding Alarm Systems Friday October 12, 2007 |
| Fire Alarm Installation Methods Thursday -- Friday, October 18 - 19, 2007 |
| For more information and to register visit www.iesa.net Or call (630)305-8800 |



Prevent False Dispatches.
For more information visit
www.siacinc.org

SIAC — Helping communities reduce false alarms

The SIAC website www.siacinc.org has many municipality oriented strategies to help communities reduce false alarms.

One of the featured strategies is to create an alarm user awareness school. The site has downloads that include the how to for creating the school, an alarm user manual and an alarm user awareness presentation.

The Central Station Alarm Association (CSAA) and its members, in cooperation with the law enforcement community, have developed a software program known as the "False Alarm Analysis Program" (FAAP). Though the program was developed at a cost that exceeded \$150,000, it is available to law enforcement agencies for FREE - no strings attached, to be used as a system tool or as a development template to help with alarm

management.

Over the past several years the alarm industry has worked closely with agencies such the IACP - International Association of Chiefs of Police, NSA - National Sheriffs Association, FARA - False Alarm Reduction Association, to develop and refine successful elements for a solid alarm ordinance that will reduce false dispatches and many cases allow for cost recovery. These "best practices" and all recommendations from the [MODEL STATES REPORT](#) have been incorporated into the NBF AA-FARA MODEL ORDINANCE. We estimate that over a thousand law enforcement agencies have used part or all of this model. This updated version includes provisions for [ECV or MULTIPLE-CALL VERIFICATION](#) and [SIA CP-01 EQUIPMENT STANDARDS](#).

*Join the IESA for
access to
information on these
Member Benefits*



NBFAA Announces New Member Benefit

Good News! NBFAA has teamed up with The Business Library to offer you **16 FREE reports** containing information to help you in your business and personal life.

The Business Library reports provide clear, comprehensive, practical, relevant, easy-to-apply and timely information. These reports provide answers to your most important big-dollar opportunities, concerns, and questions like:

- What is my business worth?
- How do I increase my retirement money and income?
- When do I sell out and how do I negotiate the best deal?
- How do I prepare a financing proposal to get that needed capital?
- Design a compensation package that gives me the most after-tax income?

- How do I assure business continuity?
- How do I increase and manage my cash flow and build more wealth?

The Business Library answers those questions and much more...with case studies to lead you to the right decisions that pay off for you, your family, and your company today and for many years to come.

We are launching our new member service immediately. Please feel free to access and download at any time and as frequently as you wish from the Members Only section of www.alarm.org.

We hope you take full advantage of The Business Library Information Service as a valuable new member benefit.



IESA Membership Meeting

September 12, 2007

Record Keeping Requirements and Maintenance for PERC & IL. Licensure



Guest Speaker — Ed Williams

His talk will center first on a brief overview of the registration and record keeping regulations as mandated by DPR including: PERC requirements, employee training rules, and PERC employee file regulations. Secondly, he will deliver an overview of all the changes to the Private Detective, Private Alarm, Private Security, Fingerprint Vendor and Locksmith Act that are scheduled to take effect approximately September 1, 2007 including: odor detection dogs and handlers and fingerprint vendors must now be licensed, employee training must now include a curriculum on terrorism organizations and significant enhancements to DPR's enforcement powers (fines for violations are now doubled!)

Wednesday September 12, 2007

The Wellington of Arlington

2121 S Arlington Heights Rd, Arlington Heights

(847)439-6610

5:30PM Social Hour/6:30PM Dinner

Early Bird \$30/person \$40/person non-members

After September 7th or at the door \$40/person \$50/person non-members

Registration Required by September 7, 2007

Register online today www.iesa.net

NBFAA Benefit Spotlight

Enhanced Insurance Coverage Now Available through Security America

New Umbrella Policy Offers Increased Protection for System Integrators, Alarm Dealers and Monitoring Companies

Irving, Texas, June 29, 2007 -

Security America Risk Retention Group (Security America RRG) announced today that companies have a new option for added insurance coverage through the availability of an umbrella policy with up to \$4 million over primary coverage.

Umbrella insurance is designed to provide added liability protection above and beyond the limits on auto, workers' compensation/employers liability and general liability and errors and omission (E & O) insurance policies. With this umbrella policy, policyholders can add an additional \$1 to \$4 million in liability protection. Security America's umbrella coverage is reinsured by Swiss Re which is rated A+ by AM Best.

Formed by NBFAA in 2003, and specifically tailored to meet the needs of electronic life safety, security, and systems professionals throughout the country, Security America currently provides professional E & O and general liability insurance to more than 500 alarm dealer businesses.

Liability insurance, whether it is auto related or business related is the insurance that pays for expenses such as the injured person's medical bills, rehabilitative therapy, and lost wages due to the insured person's negligence. The liability portion of an insurance policy also covers a legal defense representative if the negligence would result in a lawsuit. After adding up all of the medical expenses for the injured and the legal fees of the negligent person, the standard liability in one's auto or general liability policy is often not enough.

"What every alarm dealer should ask themselves is: If an unfortunate accident should happen that is your fault, or the fault of one of your employees, do you have enough liability insurance from your current policies to cover your costs for negligence? Since no one can

predict how much a judge may award a claimant, umbrella insurance is not just for large alarm dealers and monitoring companies, but a needed protection for every business," said Cecil Hogan, president of Security America.

Since the start of the program, Security America has provided direct coverage of up to \$1 million. In addition, its policyholders may obtain excess insurance coverage up to \$5 million. Domiciled in Vermont, which regulates more RRGs than any other state, Security America is registered in 50 U.S. states and the District of Columbia.

In January 2005, Security America partnered with Beecher Carlson, a 27-year veteran of risk management consulting services to handle the underwriting and marketing functions of the program. Beecher Carlson works cooperatively with local brokers allowing members to maintain established relationships with their current broker while saving money with Security America.

Contact Security America today at (866) 315-3838 to get a free quote.



IMPORTANT CHANGES TO THE PRIVATE ALARM ACT

(Continued from page 5)

Brief mention should also be made as to a couple of secondary or minor changes to the Act. The term "firearm authorization card" is modified throughout to "firearm control card". Second, a new subsection under "*Uniforms*" was added to state that employees of licensed private security agencies may only wear uniforms while on duty or while commuting to and from his/her place of employment *if* within one hour from home or post.

Fingerprint vendors:

This change in legislation expands the Department's regulation to include fingerprint vendors and, for the first time, requires them to be licensed. Fingerprint vendors are those that "offer, advertise, or provide services to fingerprint individuals, through electronic or other means, for the purpose of providing fingerprint images and associated demographic data to the Department of State Police for processing fingerprint based criminal history record information inquiries". Similar to other agencies, the Act contains

licensing and enforcement provisions for the fingerprint vendor, agency and licensee-in-charge. Further, within 1 year after adoption of the corresponding Administrative Rules, the licensee must complete a course by the Illinois State Police Board before operating the fingerprint equipment. The Rules will further cover the acceptable error rate, transmissions and other standards of service.

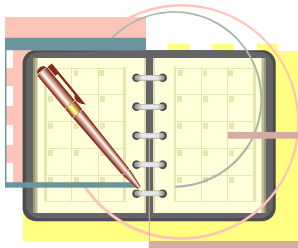
Finally, the number of Board members will change appropriately to reflect the addition of a licensed private detective or licensed private security contractor who provides canine detection odor services and one licensed fingerprint vendor. As indicated throughout the Act, we will have to wait for the Department to draft corresponding Administrative Rules to some amendments.

If anyone should have any questions, please feel free to contact me via telephone or see me at the September meeting. I can be reached at: 205 West Wacker Drive, Suite 1220, Chicago, Illinois 60606, Telephone (312) 335-9470, Email: edw173@aol.com.

IESA 2007 Calendar of Events & Event Sponsors

All IESA Meetings are held at the Wellington of Arlington Heights 2121 S Arlington Heights Rd, Arlington Heights unless otherwise indicated. Visit the IESA events page for updates and to register for an event. www.iesa.net/events.htm

- September 12th Ed Williams
- November 14th topic to be announced
- December 12th Holiday Party



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How to Join the IESA

The mission of the Illinois Electronic Security Association is to professionally serve and promote the electronic security industry, providing direction through communication, education, and socialization.

If your company joins the IESA you can take advantage of a variety of programs that will build your bottom line.

The IESA hosts informational general membership meetings with stellar guest speakers.

Outstanding training is available to installers and management through the NBFSA's National Training School at discounted prices. The IESA also offers other training programs such as the NICET II Test Preparation Class.

The IESA will provide its members with information that affects the alarm industry such as licensing, false alarms and other regulatory details through its contacts with Local, State and National agencies.

There are a variety of insurance programs geared especially to the alarm industry as well as discounts on other services.

Members receive the quarterly newsletter, the *Protection Connection* as well as a newsletter from the NBFSA.

Your company name is listed with other members on the IESA website which is at www.iesa.net.

Call the IESA today at (630)305-8800 to obtain an application

Complete this section today and fax it to the IESA. (877)230-5110 Your company will be added to our communication list. We do not sell our information nor distribute it to any third party. The information is used to contact you via email with important industry and legislative updates.

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Send Application "



Standardized Training — What's in it for my company?

Standardized training will assure you that your staff will be in compliance with industry standards, a key ingredient in reducing false alarms.

Your insurance liability risk will also be reduced because installations will be done correctly, the first time.

Utilizing the courses offered by the IESA ends the need for lengthy on-the-job training. The courses provide essential information necessary for all industry professionals.

Of significant importance to improving your bottom line is that the courses form a solid groundwork to response to customers. Customers appreciate well-trained professionals.

Public safety officials recognize the value of professional alarm training

Several courses are available through the IESA:

Understanding Alarm Systems

Understanding Alarm Systems is a one-day technical training program consisting of system design and the supporting technical information necessary to maximize sales proficiency. **EVERY MEMBER OF YOUR TEAM**, including office personal, customer service representatives and Central Station dispatchers will benefit from this course. This course is available to Public Safety personnel at a reduced rate. (NTS .8 CEUs)

Level I Alarm Technician

This course is a basic training program developed by the National Burglar & Fire Alarm Association to teach the fundamentals of alarm installation and trouble shooting strategies. It is designed especially for security system installers, service technicians, security salespersons & central station operators who have been employed in the alarm industry for at least 3 months. (NTS 1.2 CEUs)

Advanced Burglar Alarm Technician

The Advanced Burglar Alarm Technician Course teaches the practical application of Advanced Burglar Alarm Training. Prerequisite is NTS Level I or equivalent. (NTS 1.6 CEUs)

Fire Alarm Installation Methods

This course is for YOU if you are a Fire & Building Inspector, Code Enforcement Official, Installer, Electrician, Alarm Company & Central Station Manager, Sales, Manufacturing & Distribution Personnel, Engineer

This course will cover NFPA 72 Fire Codes and installation methods. It is the most comprehensive fire alarm training program available! Learn building fire alarm requirements and how to determine if a fire system is up to code. Hear expert instructors cover each topic in an interesting and easy-to-understand way. (NTS 1.6 CEUs)

Fire Alarm Test & Inspection

This one-day seminar is geared toward the fire alarm service technician who performs Acceptance Tests for the AHJ as well as Periodic Inspections and Tests for customers in order to comply with requirements in the IBC and NFPA 72. Topics to be covered include: Acceptance Testing, Re-Acceptance Testing, Periodic Testing, and Visual Inspection procedures, as well as Sensitivity Testing. Each student will receive a class workbook containing a checklist to aid in the performance of these tests, as well as a chapter on required documentation and forms, the NFPA 72 Test & Inspection forms on CD-ROM, and a list of inspection schedules to help assist in keeping their customers compliant with the code.

NICET II Test Preparation Class

This course is for everyone in the fire alarm industry! Installers, salespersons, designers and service technicians can experience two solid days of training to prepare for the NICET II Certification Test. (NTS 1.6 CEUs)

Members of the IESA receive a 10% discount if they register more than one person for the same class or the same person for more than one class in a calendar year.

For more information or to register for the classes visit the IESA online at www.iesa.net/training.htm or call (630) 305-8800





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| ADT Security Services | Father & Sons Home Service | PhoneMasters LTD |
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| Advanced Security Technologies, Inc | HSM | Protection Associates |
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| Custom Residential Systems | Norcomm Public Safety Communications & Security | Stanley Security Solutions |
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The Art Institute of Illinois

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SECURITY ASSOCIATION**

4238 N. Arlington Heights Rd. #104
Arlington Heights, IL 60004

Phone: 630.305.8800

Fax: 877.230.5110

Email: information@iesa.net



**VISIT US ON THE WEB
AT
WWW.IESA.NET**

The objectives of the IESA are:

1. To promote mutual interests of the electrical protection industry.
2. To foster cordial relations among the members.
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.

**For Membership Information or to
Advertise in this publication contact the
IESA at**

(630) 305-8800

E-mail information@iesa.net

***A Chartered State Association of the National
Burglar & Fire Alarm Association***

NBFAA
Electronic Life Safety, Security
& Systems Professionals