

# The Dispatch



**Monitor  
CONTROLS, INC.**

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## Warning!



Police in California have found a direct connection to identity theft and meth users.

Stealing mail. Digging through trash. Days spent in front of a computer trying to unlock financial information. All to score methamphetamine.

Authorities are discovering that more desperate users of the drug are turning to identity theft to pay for their habit, creating a criminal nexus costing Americans millions of dollars.

Please, take the necessary precautions with your personal information. Most personal shredders are under \$30.00....a small price to pay for your piece of mind.

## Coming Soon....A Supernatural Force In Our Central Station

According to the dictionary Manitou is a supernatural force. By our definition...it's been a long time coming.

In 1983 Monitor Controls, Inc. launched it's own central station alarm monitoring and dispatch center at it's facility in Wallingford, Connecticut utilizing Bradley On-Line Data (BOLD). It was a bold move then (pardon the pun). But now we are about to embark on an even bolder endeavor. BOLD, after thousands of hours of research and millions of lines of programming, has released it's state-of-the-art central station alarm monitoring software...Manitou.

After having seen the working software in fall of

2004, our Chief Financial Officer, Deborah Sokol, then met personally with Jerry Winslow, past president of BOLD Group to review the upgrade features and procedures.

Having waited for Beta testing to be complete and having weighed the advantages, Manitou is slated for installation at our facility in late spring of 2006.

It is integrating what technology and the alarm industry have been demanding:

- GPS and video monitoring integration
- Ease of use
- Facility mapping

○ Two-way voice automation

○ Automatic paging, faxing and e-mailing of reports to clientele

○ With proper authorization, clients and dealers can log in to check activity on their account(s)

○ Integration with service, installation and financial accounting software

Launching Manitou in-house will take hours of set-up and installation in addition to training.

We will most certainly let you know when this highly anticipated venture is complete and expanded services available to our clientele.

## A Gem of a Way to Commit a Crime



With many jewelry stores as clients and the recent theft spree making news up the east coast we wanted to share some information on different forms of theft to be conscious of.

**Distraction Theft:** When the salesperson shows a valuable piece, the thief, usually in conjunction with a partner, distracts the employee's attention and replaces the legitimate jewelry with a fake, then takes off with the good stuff.

**Return Theft:** The thief buys

a piece of fine jewelry, then comes back the next day to "return" the goods for a refund. What they're giving the store is not the same merchandise they purchased, however--it's an imitation with hardly any value.

**Renting:** A customer comes in one day, makes a purchase, and returns the item the following day. In the case of jewelry, they bring back the same item they bought, but they've worn it in the interim, thus depriving the store of

legitimate profit.

**Smash-and-grabs:** Some crude thefts are pulled off by smashing in the front of the store with a vehicle, grabbing the goods, and taking off.

**Gate-cutting:** There is a group of jewelry thieves who specialize in cutting store security gates, smashing the windows, grabbing jewelry and getting out.

*This information was obtained from*

# Seniors Take Note

The United States Fire Administration (USFA) recently released a report that maintains adults 65 and older are 2 1/2 times more likely to die in a fire than the overall U.S. population.

We value all of our clientele and their families. Therefore we strongly encourage you to test your fire system and evacuation drills with those you value.

## Do Your Kids

My ten year old is already on the fast track to "Mom you don't know what you're talking about". I remember being a teenager before uttering these words to my parents.

Every now and then wouldn't it be fun to prove them wrong? Well here's your opportunity.

Try testing them on these five simple questions. Most people questioned did not know the answers, so you might learn a thing or two as well.

### FIRE SAFETY AWARENESS TEST

### Questions:

1. How much smoke is needed to activate a photo electric smoke detector?
2. How much time do you have to get out of the house after a smoke detector goes off?
3. What should you do immediately after a smoke detector goes off?
4. When should your smoke detectors be tested?
5. If a pan of grease catches fire on the stove what should you do?
6. You're on the tenth story of a hotel and the fire alarm goes off. The stairs are filled with smoke. What should you do?

1. 3-3.33%
2. In a fire, survival time is measured in seconds.
3. Crawl to the door stand up and see if it is hot overhead.
4. Test your smoke detectors at least once a month.
5. Use baking soda, a fire extinguisher or a pot lid.
6. Go back to your room & call the fire department. Place wet towels around the door to your room & open a window to signal firefighters. Do not use the elevator.

### Answers:



"90% of 30 day fire extinguisher inspections simply do not happen"  
~John McSheffrey  
MIJA, Inc.

## Fire Extinguisher Monitoring???

The International Fire Code was recently amended to require physical inspections and maintenance of fire extinguishers once every three years rather than annually ONLY if they are electronically monitored. This code took effect January 2006.

These inspections can be quite costly and time consuming for the average occupant. Proponents say electronic monitoring reduces these expenses and improves safety.

According to Greg Rogers, president of the Washington State Association of Fire Marshals, which proposed the change, "Electronically monitored fire extinguishers would be more reliable than their non-monitored counterparts.

With electronic monitoring there is constant assurance that extinguishers are properly located, functioning and accessible should they be needed.

We currently have the ability to perform this monitoring service at a reasonable rate.

The ICC and the NFPA (National Fire Protection Association) code, requires commercial occupancies, including office buildings, hospitals, schools and hotels to have fire extinguishers on site. Moreover, they require 30-day physical inspections of pressure, presence and obstruction to access for each and every extinguisher. The same code requires an outside firm conduct similar testing.

For more information, please contact our sales department at 888.269.3591.

Portions of this article were re-printed with permission from Security Products.



# You've Heard of FARA...Right?

No...not the bombshell from the 70's...that was "Farah".

FARA, the False Alarm Reduction Association, works directly with the National Burglar & Fire Alarm Association (NBFAA) to assist members and the public in general to reduce false alarms.

Why is this task force necessary? Great question. Police resources are limited and should not be wasted...simple as that. Thousands of police patrol hours are spent investigating alarm reports that turn out to be "False Alarms".

How does this affect our clients?

1. You could be at risk when police are used to responding to chronic false alarms and a real emergency happens at your

facility.

2. You could incur false alarm fines.
3. You could be putting a public servant or yourself at risk.

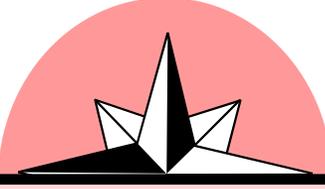
So what can we do to cut down and/or eliminate false alarms? Take this simple test.

- Identify the magnitude of the problem. Are you operating under the assumption that false alarm fees are just another "cost of doing business"?
- Determine if the problem is mechanical or user related.
- Determine the specific device or user causing the false alarm.
- Replace/repair the de-

vice in question.

- Educate your users on the operation of your system.
- Does the central station use verification procedures before dispatching?
- Determine at what hour the alarms occur.
- Have new users been trained to operate the system?
- Do all users know the correct clear code?

By properly determining the cause of the false alarms and taking immediate action to correct the problem we can dramatically cut down the need for unnecessary emergency response.



*"Alarm companies and alarm users must be responsible for the use and maintenance of alarm systems to help ensure prompt police response when an emergency really does exist"*

*~False Alarm Reduction Association*

## Internet Monitoring....A Growing Method of Alarm Transmission

Several clients are soaring through the internet cloud to report alarm signals to our central station.

Jason Sokol, our Director of I.T., has worked tirelessly to create this reliable network of information transmission and communications patch verification.

If you have internet connection you can utilize it in addition to or in lieu of traditional phone lines and radio signals. What does this mean for our clients?

- No more phone line loss during test report time.

- No added phone line charges for commercial accounts who have dedicated phone lines.

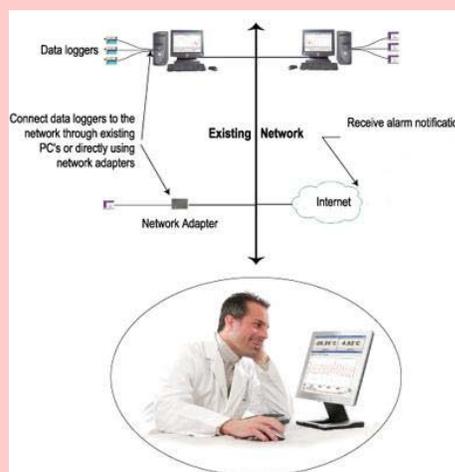
- No need to install a second phone line or piece of equipment to have dual reporting capabilities.

- Notification on communications path failure usually within less than one minute.

- No static IP is required.

Each of our clients monitored via the internet is thrilled with the service & cost effectiveness.

For more information, contact



*"Almost overnight, the internet has gone from a sporadically used entertaining toy to a technological wonder...an absolute must."*

*~Jason Sokol  
Director of I.T.  
Monitor Controls, Inc.*



Happy Anniversary

Peter Slavinski

37 years

Jason Sokol

18 years

Sheena Bromell

6 years

### Elaine Bartholomew Commended for 20 Years of Service to Monitor Controls, Inc.

Elaine Bartholomew was presented with a plaque for her dedication to Monitor Controls, Inc. and a week long trip to Disney World.

Elaine began as a Mailing Address Line 1 Central Mailing Address Line 2 station dis- Mailing Address Line 3 patcher in Mailing Address Line 4 1985. She Mailing Address Line 5 has worked every shift including



Elaine & her

### Happy Birthday

Stephen Hartt

March 17th

John Balogh

April 23rd

Ray Rys, Jr.

May 14th

Christopher Scarmana

May 28th

### Jason Sokol Named to International Advisory Board



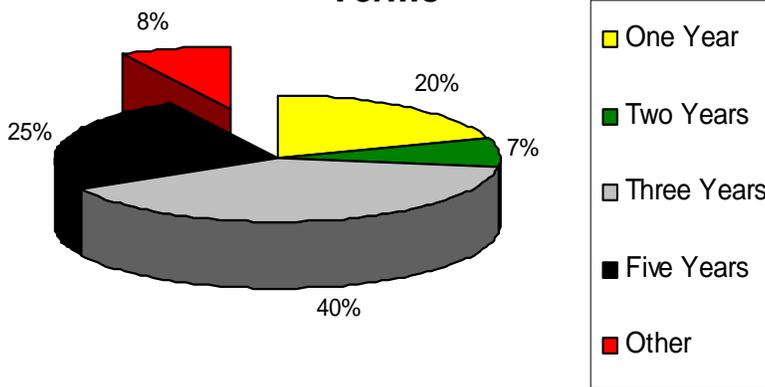
We are honored to have Jason Sokol represent our area of the United States on the International Bosch Advisory Board. Jason's duties for the next three years will include traveling twice a year to meetings, making suggestions on the Bosch product line and the company as a whole. Bosch's goal is to get input from it's top suppliers in order to make their company thrive.

Bosch, who purchased Radionics a few years back, is one of the leading manufacturers of security, fire, video and access control in the world. We have proudly been a certified Radionics/Bosch supplier for over twenty-five years...one of the first in New England. Where other manufacturers sell in bulk to distributors, Bosch sells only to certified trained dealers. This is what sets their product and service above competitors. Congratulations Jason. We are certain you will do us proud!

### Who In Their Right Mind Would Strive to Be "Below Average"?

A majority of companies nationwide feel it is imperative to lock their clients into long-term contracts...we do not. It is our job to earn the client's confidence thereby making Monitor Controls, Inc. their number one choice.

#### Average National Alarm Contract Terms



Monitor Controls, Inc. falls into "other" offering 30 day contracts.

### On the Lighter Side...

#### Four Easy Steps to Installing a Wireless Security System:

1. Go to a second-hand store, buy a pair of men's used work boots, a really big pair.
2. Put them outside your front door on top of a copy of Guns and Ammo magazine.
3. Put a dog dish beside it....a really big dog dish.
4. Leave a note on your front door that says something like "Bubba, big Mike and I have gone to get more ammunition - back in 1/2 an hr. Don't disturb the Pit Bulls, they've just been wormed."

ha ha ha