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# The Dispatch

## Business Executives Beware Leaving the Office

### Fire Facts

- ◆ Almost 1/2 of all fatal fires occur in homes without working smoke alarms.
- ◆ Smoke alarms should be tested at least once a month.
- ◆ Smoke detectors should be replaced at least every ten years or as the manufacturer recommends.
- ◆ Household furnishings have changed the way fires behave in homes.
- ◆ Connecticut state law requires one smoke detector be installed in each sleeping area. The average house has three bedrooms. 95% of homes have at least one smoke alarm....you do the math.
- ◆ The average homeowner spends \$88.00 per month for cable television service and only \$12.00 per month on the fire portion of their alarm monitoring.
- ◆ Visit our office or contact us for an appointment to view a video showing how quickly a fire can take over a room. We can burn a copy for you to watch with your family members or co-workers.

A global investigation and security firm, has some top tips for business executives to consider to protect their homes as advances in the ability to find personal information on the Web increasingly make private residences attractive targets for criminals.

Key employees who work in controversial businesses that may be affected by activists and others are finding themselves subject to protest or risk at their residences. There are various industries that come to the attention of activists for one reason or another and a recent tactic in these industries is to visit the homes of key employees and create disruptions. Businesses are urged to assess the risks of residential threats in their industry and to help employees who may find themselves the targets of such threats to implement security plans.

"Companies have improved security in the workplace in the

wake of 9/11 and heightened awareness of security issues," said Ray O'Hara, CPP, senior vice president of Vance. "Unfortunately, those improvements have made private residences a more attractive and lucrative target for criminals. In this age, it is easy for people to get access to other people's personal information, including data about their homes and personal lives. Thus, it's important that companies think about the personal risks their employees may face and take steps to protect them from these threats."

While companies should assess work related risks to employees, it is also recommended that executives consider implementing the following steps to proactively guard against threats at home:

- Develop a security plan and emergency procedures with family members.
- Get an unlisted phone number.

- Use a P.O. Box or other address to receive personal mail.
  - Use alternate routes to go home each day so that people cannot learn your daily routine.
  - Install an alarm system in your home and place spotlights with motion-sensing devices strategically around your house.
  - Make sure your floor plan is not accessible over the Web. This includes ensuring that realtors do not post any floor plans if your house is for sale.
  - Never admit strangers or solicitors into your home. Screen all visitors carefully.
  - Report suspicious activities in your neighborhood and encourage neighbors to be vigilant.
- Keep all doors and windows locked and secure at all times. Install deadbolt locks and check them frequently.

### You Just Can't Make This Stuff Up!

After burglarizing a laundromat in the northern Nevada city of Elko, a thief decided to cover his tracks by stealing all of the six video surveillance camera. Of course he neglected to take the VCR and video tape they fed into. The police were left with clear images of the thief as he removed each camera. They are still working on recovering the stolen cameras, but in the interim they arrested our dolt on *suspicion* of grand larceny. Needless to say, while it was a laundromat, he didn't make the clean get-away he had hoped to make.



# VoIP Alarm Communication Issues

Your home or business security or fire communications can be inadvertently compromised as landline service is dropped for Voice over IP (VoIP) Internet Phone services.

One solution is to not utilize VoIP. The other is to utilize Monitor Controls, Inc. radio network as the dedicated

alarm communication service.

We have found clients switching to VoIP such as *Skype* or *Vonage* which, unbeknownst to them, drops their phone line leaving their alarm system compromised.

The National Burglar & Fire Alarm Association (NBFAA) stated that "the alarm industry has found and reported a

wide variety of problems with the transmission of alarm signal formats over VoIP". Some of the concerns were:

- RJ-11 wiring
- Inadequate battery back-up to meet UL-NFPA standards
- On-hook and dial tone issues
- Potential outages due to network updates
- Difficulty or inability of alarm transmission formats to pass through VoIP

Utilizing our radio network no such compromise can happen.

With our radio network you can expect:

☐ **RELIABILITY**-alarm communication over multiple paths via a 24/7 mesh network

☐ **SPEED**-alarms are acknowledged by the central station within seconds

☐ **SECURITY**-criminals cannot cut the phone line because it does not use one.

☐ **INTEGRITY**-our network has been in use since 1998 and has proven to be consistent with the manufacturer's claims

☐ **COST EFFECTIVE**-installation is economical and timely.

Contact our office for a free survey and proposal.



AES-MultiNet 77051  
Dual Central Receiver



AES 7750F  
Fire Transceiver



AES 7450  
Burglary Transceiver



AES IntelliGuard  
Home Arrest Transceiver



AES 7555  
Vehicle Tracking  
Transceiver

## 2100 Die From Carbon Monoxide

According to the American Medical Association, carbon monoxide causes 2100 unintentional deaths each year... Unintentional!

More than two-thirds of the 65% of American households that use fuel-burning equipment for their heating needs have not taken measures to protect themselves from carbon monoxide poisoning by installing CO detectors. Why is that?

CO detectors are not costly and easy to install.

Symptoms of carbon monoxide poisoning mimic those of the flu and can include headache, dizziness, nausea and shortness of breath.

Prevention is the key. Don't take this matter lightly!

## Building Sites Become Latest Prey

Appliances, fixtures and even grass are being stolen from building sites in Columbus, Ohio, according to The Columbus Dispatch.

It is very difficult to keep an eye on construction sites, especially after a normal working day has ended. Perhaps this is why an increase in thefts have occurred in this area. In most cases contractors do not document serial numbers on every appliance or fixture so it becomes virtually impossible to track these stolen items.

Rising scrap metal prices may be a key factor in the amount of stolen copper pipe and aluminum siding.

Construction crews robbing the competition has also been a problem in the Delaware area.

For obvious reasons homes are most

vulnerable before door locks are installed. In one case a building contractor actually had a video surveillance system installed in the new neighborhood to monitor activity.

So who is paying for these losses?

In most cases the contractor pays for the loss and in some cases may be subject to higher insurance premiums based upon the number of claims. Many choose not to report the issues because of this fact and simply build in a potential loss percentage into new home-buyers contracts.

So what's the bottom line you may ask?

Take the time to list any precautions you can take advantage of prior to building. After all...time is money and taking a little extra time could save you some big money in the long run.

# Monitor Controls Passes I.Q.

Monitor Controls, Inc. is one of the 22 companies in the United States that have chosen, since inception of the IQ Board, to adhere to the rigid set of installation and false alarm prevention guidelines.

The Installation Quality Certification Program, part of the National Burglar & Fire Alarm Association (NBFAA), works for false alarm reduction and alarm company commitment to meeting established standards and operating procedures that distinguish them from other firms in the industry.

We at Monitor Controls, Inc. understand that in order to raise the bar in our industry and keep a competitive edge we must be able to prove to customers, prospects and police that we are proactive

on quality and false alarm reduction issues.

The goals of the program are to raise the overall quality and false alarm control effectiveness of electronic security and life safety systems. In addition to providing the company with a badge of honor, IQ certified companies provide competitive marketing advantages, less false system activations, increased customer satisfaction, improved system reliability and more referrals.

Sounds great right? So why aren't all alarm companies I.Q. certified?

In order to qualify for this distinguished certification a company must perform the following tasks:

- provide superior maintenance

and

- provide service programs
- provide training in industry-recognized programs
- meet all of the licensing requirements of their locale and state
- carry proper insurance coverage
- complete alarm dispatch ratios and report them to the board each year
- maintain an IQ compliance officer
- obtain a lengthy check list from the client upon completion of each installation outlining training, test and customer

~Security Sales & Integration

## CEU Requirements Met by Techs

Each year the state of Connecticut requires our licensed low voltage alarm technicians to maintain a certain amount of Continuing Education Units (CEU's). This requirement helps to ensure that our technical staff is kept up-to-date on new laws, standards & code requirements among other things.

Recently the Connecticut Alarm & Systems Integrators Association (CASIA), formerly the Connecticut Burglar & Fire Alarm Association (CBFAA) offered an eight hour class covering business law and ethics, OSHA standards, and the review of several standards such as the



Connecticut Fire Safety Code, National Electrical Code and the National Fire Protection Association (NFPA) 72 & NFPA 101 Life Safety Code. Many of our technicians attended the class held at the

Sheraton Four Points in Meriden.

The lead instructor for these particular classes was John W. Yusza, Jr., president of Monitor Controls, Inc., legislative chairperson and former education chairperson for the Connecticut Burglar Alarm Association. Mr. Yusza, with assistance from Deborah J. Sokol, Chief Financial Officer, authored the class that was approved by the Department of Consumer Protection Occupational Licensing Division.

Students received formal instruction, classroom feedback from others in the alarm association as well as reference materials outlined in the course.

In all it was a most successful learning experience for all attendees.

## Xbox Marks the Spot

If residential burglaries in Little Rock, Ark., are any indication, home alarms are not only needed to secure the TV in the living room, but also the Xbox. Little Rock police say that 70 percent of residential burglars in the city thus far this year have broken in specifically to steal video-game systems.

The *Arkansas Democrat-Gazette* says that makes video-game systems the third-most likely target of thieves behind DVD players and televisions.



34% of burglars enter through the front door

81% of residential intrusions occur on the first floor

23% through a first floor window

22% enter through the back door

9% through the garage

4% through the basement

4% through an unlocked entrance

2% through a storage area

2% anywhere on the second floor

# Happy Anniversary

June	July	August
Jose 5 years	Robin 15 years	John B. 23 years
	Taronza 7 years	Floyd 1 year
	Rik 5 years	

# Happy Birthday

Taronza	06/01
Robin	06/04
Floyd	06/11
Gary	07/05
Jason	07/06
Peter	07/07
Allyson	08/12
Ann	08/14
Jose	08/26
Debbie	08/28

## Be on the Lookout!

As you may already be aware, Monitor Controls, Inc. recently completed a major upgrade on our accounting, service and installation management software. Beginning September 1, 2006 each client will be mailed a master copy of their account. Please review and return the form to us as soon as possible so that we may update our records.

# We Proudly Accept



## Jason Sokol Appointed to Bosch Dealer Advisory Board

Jason Sokol, operations manager and 18 year veteran of Monitor Controls, Inc., was recently asked to serve a three year term on the Bosch Dealer Advisory Board. The board, formed in 2002, is comprised of twelve members from North America whose companies are among the top 100 dealers in the United States.

Bosch, a German company, purchased Radionics several years ago and has brought their expertise to the security, fire, video and access control fields. Monitor Controls, Inc. had been a Radionics certified dealer for over 25 years and has maintained that status of being a Bosch certified dealer as well.

The board Jason will serve on provides valuable input to Bosch to assist them in main-

taining and gaining a larger market share. The board can offer suggestions on product functions, new product design, company standards, etc. They can also network with Bosch executives who can provide their opinions/rationale as well.



Pictured above are Shamus Hurley, president of Bosch America and Jason Sokol

Jason recently returned from Tucson, Arizona where he took part in his first meeting. He was presented with an award and had the honor of meeting several Bosch International executives as well as the president of Bosch America, Shamus Hurley.

The next meeting is scheduled for September in Salzburg, Austria with a day

trip planned to Germany where board members will get to tour the Bosch world headquarters.

Congratulations Jason, we're proud to have you on our team!

## Keeping Our Dreams Alive in Wallingford



Our current facility on Center Street Wallingford

After 11 years in a 1224 square foot basement Monitor Controls, Inc. moved to a 5200 square foot two story office building where we have been for the last 25 years. "We'll never use all of this space" were the

words of our president John W. Yusza, Jr. in 1981 upon purchasing 178-180 Center Street in Wallingford.

Well...we did. In addition to utilizing all of the 5200 square feet we have an off-site storage facility. Which was the final push we needed to begin the design phase of our new 10,000 square foot office building on Research Parkway in Wallingford, Connecticut.

The new facility will host a three bay garage,

conference/classroom area and a new U.L. listed central station.

On June 22nd the planning & zoning commission will hear our request for construction of the facility, shown in the rendering below. If all goes as planned we hope to break ground by September 1st.

As always, we'll keep you informed on our progress.



A rendering of our new facility to be located on Research Parkway in Wallingford