



178-180 Center Street
Wallingford, CT 06492
203.269.3591 or 888.269.3591

The Dispatch

Fire Safety!

The NBFAA White Paper builds a substantial and compelling case for a balanced approach to fire system design to incorporate both fire alarm and detection systems alongside fire sprinkler/suppression systems. It is important to have an alarm and detection system because they provide early warning and evacuation for the protection of life which sprinkler systems do not provide. For example, smoke detectors can detect smoke from fire in the same room or in adjoining spaces to provide advanced warning, allowing occupants to evacuate before conditions worsen to the point where a sprinkler head would activate. This is the reason building and fire codes also require fire alarm systems to be installed in addition to sprinklers.

The Smoke Safety Council states that "fire isn't the only hazard – the smoke generated by the fire can be much more dangerous." For example, "80 percent of people that die every year in fires die from smoke inhalation." Even though sprinklers help to contain the fire, they cannot contain the smoke generated by the fire.

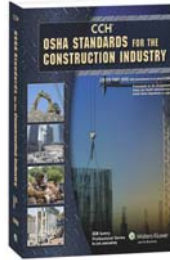
In any situation it is important to have a backup plan, especially when it comes to protecting your own life. Fire officials are more aware of the need for backup protection with recent sprinkler head recalls.

Considering the costs, it seems foolish to forgo the installation of an alarm and detection system (which may cost thousands of dollars), because a sprinkler system has been, or will be, installed (which costs hundreds of thousands of dollars) – especially when you are dealing with protecting lives.

NBFAA White Paper

Technicians

Complete OSHA 10 Hour



In August 2009, Monitor Controls, Inc. required all technicians participate in an OSHA 10 hour job safety course.

OSHA, the Occupational Safety and Health Administration, part of the United States Department of Labor, "sets forth the safety and health standards promulgated by the Secretary of Labor under section 107 of the Contract Work Hours and Safety Standards Act."

The course, instructed by Nathan Daniel focused on areas germane to our specific industry as well as providing a general overview of safety and health provisions on and off-site. Our technicians received supplementary education on lifts, bucket trucks, fall protection, ladder safety, eye and ear protection as well as basic electrical safety. While all of our technical personnel are required to complete training on these subjects as part of their Continuing Education Credits mandated by the State of CT, the OSHA 10 hour provided a more in depth discussion as to the basic guidelines as well as regulations and citations.

The class also contained instruction on chemical safety, power tools and confined spaces.

"Our technicians came out of this course with a greater appreciation for the policies set in place by Monitor Controls as well as a greater understanding of the repercussions of not following the guidelines set forth by our firm, the state and OSHA" states Deborah Sokol, C.F.O. "Graphic photos and heart-wrenching stories along with the financial impact of one's ignorance to these standards was a real eye-opener to even our most seasoned technicians."

Service Warning!



If you are thinking of switching to an internet phone service, there are factors that you should be aware of regarding your monitoring services:

▶ Your alarm may not work

- ▶ In the event of a power or phone service failure your alarm will not transmit a signal.
- ▶ Signal transmission can be sporadic. The alarm may transmit a signal one time but not another.

- ▶ If you are interested in switching to internet phone service, it is your responsibility to notify Monitor Controls, Inc.
- ▶ Alternative alarm transmission methods should be used, such as cellular or radio; and a battery back-up should be installed.

It is important to us that all of our customers be aware of these factors so that they receive the best detection from their alarm system. Please be sure to advise us of any changes in phone service before changing so that we can do our best to ensure your safety.

Uniform Crime Reports: 2008 Crime in the U.S. Shows Residential Burglaries Are Up

The latest edition of the FBI's Uniform Crime Reports, 2008 Crime in the United States, offered the latest snapshot of the crime level in the U.S.

The national rate for burglary in 2008 was 730.8 per 100,000 inhabitants. Total burglaries were 2,222,196, up 2% from 2007 and up 3.6% over the five-year span dating back to 2004. The news was especially discouraging if you're a homeowner, landlord, or renter. Residences took a significant hit in 2008, burglarized 1,562,976 times, up 5.4% from 2007 levels and accounted for 70.3% of all burglary offenses.

Daytime burglaries of residences jumped 8.3%, up to 805,193 from 738,654 in 2007. In comparison, residences were burglarized 437,007 times at night in 2008, an increase of just 3.5% from 2007.

Burglaries of non-residential buildings such as stores and offices fell 5.9% from 2007-2008. Daytime incidents were down 2%, while nighttime burglaries fell 6%; the five-year trend in nighttime burglaries fell more than 10%.

SDM Magazine

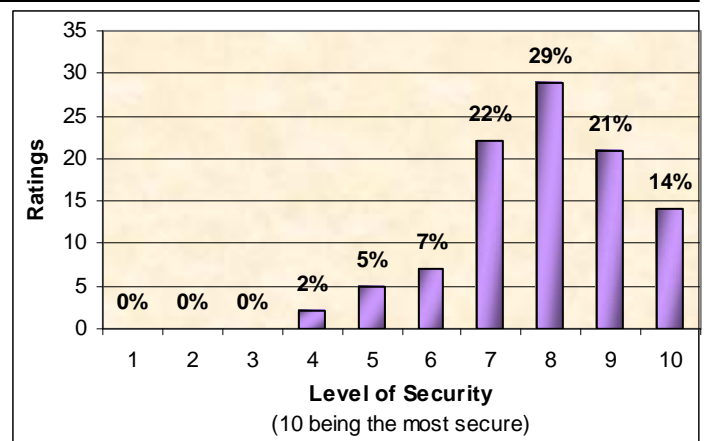
Kevin Campbell, Associate Editor

How Do You Rate Your Level of Security with Your Current Alarm Company?



Security directors/managers seem to be feeling better about their security and safety measures as those rating their company 8 or higher swelled 4 percentage points from a year ago. The average rating rose from 7.6 in 2008 to 7.9.

SSI 2009 Corporate End-User Study



The Importance of Carbon Monoxide Detection

Carbon Monoxide (CO) is an odorless, tasteless and highly fossil fuels. It is called the "silent killer" because it is virtually invisible. From 2004 to 2006, over 20,000 people per year died from accidental CO exposure. From 1999 to 2004, an average of

According to recent studies, the primary sources for charcoal grills or other charcoal sources, gas ranges or ovens, and camp stoves or lanterns. From 2004 to 2006 the two sources for non-fatal, accidental CO exposures in the U.S. were home heating systems (16.4%) and motor vehicles (8.1%). Other common CO in and around the home include: stove/gas ranges, gas line leaks, gas water heaters, blocked or clogged chimney heat exchangers, barbecue grills operated in enclosed areas, and unvented gas space heaters.

toxic gas that results from the incomplete combustion of any fuel. It is completely invisible and impossible to detect without sensing technology. On average, 439 people died from accidental CO exposure.

CO fatalities are: heating systems, power tools, ranges or ovens, and camp stoves or lanterns. Other common CO in and around the home include: stove/gas ranges, gas line leaks, gas water heaters, blocked or clogged chimney heat exchangers, barbecue grills operated in enclosed areas, and unvented gas space heaters.



How CO Affects the Human Body:

Through the normal process of respiration and circulation, oxygen molecules enter the lungs and are transported to cells throughout the body by attaching to hemoglobin in the blood. CO molecules, however, attach to hemoglobin far more readily than oxygen. When CO is present in the environment, these molecules interfere with the normal circulation of oxygen throughout the body by attaching to hemoglobin that would normally transport oxygen. This can cause varying levels of injury and sickness, depending on length and level of exposure. CO poisoning can result from prolonged exposure to low levels of CO or shorter exposures to higher concentrations.

CO is a highly toxic gas that is impossible to detect without some sort of technology. It is important to be informed so that you can take the proper steps to CO detection and prevention!

Contact Monitor Controls, Inc. for more information on new technology available to help detect this deadly gas.

Monitor Controls, Inc. Featured in National Security Systems News Magazine

In November 2009 Martha Entwistle, Editor of Security Systems News and Deborah Sokol, Chief Financial Officer of Monitor Controls, Inc. spoke about the upcoming 40th anniversary of our family owned and operated business. In light of recent economic conditions, Entwistle's interest was further sparked when Sokol explained how busy things have been. Why, in this economy, when so many are hard pressed for work, is Monitor Controls, Inc. continuously busy?

Entwistle set up an interview with president John W. Yusa, Jr. and published the following story in the December issue.

Fire Marshal Crackdown Means Business for Installer

WALLINGFORD, Conn.—With the slowdown in construction, Connecticut fire marshals have more time to inspect existing systems and that's leading to more work for at least one fire installer.

Monitor Controls, based here, has had a good year, and one of the contributing factors to their "very stable business with predictable growth," according to John Yusza, Jr., president of the company, has been local AHJs cracking down. They're catching more problems that need to be fixed, and building owners have turned to Monitor Controls for assistance.



John Yusza, Jr., John III, and Debbie Yusza-Sokol

The company, which celebrates 40 years in business on Dec. 1, is family-owned and has 38 employees. It does commercial and residential security (the current mix is 55 commercial/45 residential), its own monitoring, fire, access control and video. Roughly 70 percent of their commercial work is fire. They've been Fire-Lite and Bosch dealers for many years.

"We violate every rule of sales. Our trucks are not rolling billboards, we do no tele-marketing, no direct marketing, and we have no sales staff," Yusza said. He and his son, John Yusza III, do the bulk of the sales work, he said. Yusza's daughter, Deborah Yusza-Sokol is chief financial officer of the company.

Many customers come to Monitor Controls. "Ten to 11 percent of our business is takeovers. It's usually someone who hasn't received good service. They contact us when they've got a system problem and no one else can fix it," Yusza said. However, the company does not, Yusza emphasized, go after competitors' clients. "I don't chase decals, and I'm not in the headhunting business," he said.

Once someone becomes a customer, Monitor Controls works hard to keep them, and typically, they're called in for additional or enhanced fire and security services.



Customer Surveys

We would like to take the time to thank our clients for promptly returning the Customer Surveys. It is very helpful to us because it gives us a chance to address problems, when needed, and also to ensure that our technicians are performing services at their very best.

Please note that your responses do not fall on deaf ears nor are they simply scanned and linked to your account. Each and every one is reviewed by our service manager with our technical staff at our weekly service meeting.



Connie	12/03
Barbara	12/04
Dan D.	12/05
Lew	12/18
Kathy	12/31
Dan H.	01/16
John Jr.	02/04
Sarah	02/11



Employees celebrating anniversaries with us this quarter:

John Jr.	39 years
Elaine	24 years
Kathy	15 years
Allyson	11 years
Dan D.	7 years
Denise	3 years
Megan	2 years
Christina	2 years
Sarah	2 years
Lew	1 year
Keith	1 year

Cruising Through 25 Years

In 1983 John Balogh began working at Monitor Controls, Inc. in our installation department while attending H.C. Wilcox Technical Vocational High School. Little did he know that 25 years later he would be one of our senior technicians responsible for training others and passing along his knowledge of trouble-shooting.

As a thank you for his 25 years, Monitor Controls sent John and his family on a Carnival Cruise to Grand Turks, Half Moon Cay and Nassau Bahamas.

John says staying in private bungalows in Half Moon Cay was his favorite part. Both he and his family agree that it was "a blast" and they would "definitely do it again"!

In today's society it is a rarity to find someone so committed to his work and devoted to the company he works for as John. We consider him to be a true asset to Monitor Controls and our clientele.



Pictured above are John Balogh with his wife and children aboard the cruise ship.

10-Digit Dialing in CT



The Connecticut DPUC mandate beginning November 14, 2009 in which you must dial the area code in Connecticut in order to make a local call has now come and gone. In addition to changing your dialing procedure, all services, automatic dialing equipment,

that were programmed with a 7-digit telephone number needed to be reprogrammed to use the new dialing procedure. This included alarm and security systems. Monitor Controls, Inc. took every step to ensure that all alarms are updated by Nov. 14 in order to comply with this overlay and thank our clientele for their cooperation during and extraordinarily busy time.



Please assist us in our cost-saving efforts by requesting your invoices and statements be e-mailed to you rather than snail-mailing. Simply call us or send in your email address with your next payment.. Mother Earth thanks you as does the office staff who has to fold and stuff these items!

Don't forget to have your annual inspection!
Give your alarm the attention you give your car.
It works harder!

We Accept

