

DECEMBER 2016

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John C. Helweg
713-467-6666
president@hgcaa.org

Vice President

Van Mayorga
281-932-2270
vicepres@hgcaa.org

Secretary

Amanda Jackson
713-861-9418
secretary@hgcaa.org

Treasurer

Penny Mayorga
979-478-6432 x103
treasurer@hgcaa.org

Sergeant-at-Arms

James Pratt
512-922-1105
sgt@hgcaa.org

Parliamentarian

Vacant
parl@hgcaa.org

Editor

Vacant
editor@hgcaa.org

Membership Director

Mary Edmonson
713-799-3022
membership@hgcaa.org

Education Director

Vacant
education@hgcaa.org

Past President

Brian McKinney
713-983-0182
pastpres@hgcaa.org

President's Message

John C. Helweg

My second meeting as President has come and gone. I wasn't as nervous this time. Jim Campbell, Partner at Bass Computers, took great care of us. If you get a chance, stop in and say hi. We had a pretty good member turn out and we had a great speaker. Troy Shuttleworth, with Questco, did a fantastic job telling us about the services they provide for smaller businesses like us. At the end of the meeting we had a moving flag retirement ceremony in celebration of Veterans Day.

Texas Law Shield is going to be the guest speaker at our December meeting. They are bringing in a Law Enforcement Officer to speak with us about surviving an active shooter. We had a similar speaker a few years ago and I loved it so much that I've been trying to get it back ever since. It's a fantastic lecture with many great life saving survival techniques. As always we will provide CEU's for members.

In case you've missed the past couple meetings, we are really trying to make our meetings the most valuable hour and a half that you spend outside your office each month. We are providing awesome speakers, lots of good industry information, free food and CEU's for members.

How can you afford to miss our meetings?

Sometimes serving on the Board of an association can be a thankless job and make you want to beat your head against the wall. And let's face it, the pay sucks. I would like to take a moment to recognize those that have come before me. Brian McKinney and Debi Ulmer have given over 15 years of blood, sweat and tears in service to the HGCAA and TBFAA. They have sacrificed and invested countless hours into supporting our associations. The efforts of these two

individuals, and the Board members that served under them, have gotten our association through some tough times and allowed us to grow and prosper. It is my privilege to follow in their footsteps and hope I can do as well as they have. Please take a minute to thank them for their Service the next time you see them. It can be a tough job at times.

The Board has been working hard for you guys. We're working on having fantastic speakers at every meeting, providing CEUs at every meeting, producing this newsletter every month, scholarship, a bowling tournament, many new additions to the web site, Fire Marshal Q&A, more training opportunities throughout the year, partnering with our Associate Members underwriting CEU's for their training and much more.

I went to Earl Lanier's funeral. The HGCAA was well represented with Kelly Ryan, Dennis White, Mary Edmonson and myself. It was an emotional funeral. Earl had lots of siblings and grandchildren. I didn't know he was a fellow motorcycle rider. I wish I could have ridden with him. He will be missed.

I had a two hour conference call with Toya Ramirez from the Houston Alarm Detail to discuss what they would like from us and what they are willing to do for us. I've added a couple forms that she emailed me to our web site.

I hope everyone had a great Thanksgiving and got back home safely. My girls are with their mom this year so I took a road trip to Monterrey, Mexico and Mexico City with one of my employees to spend Thanksgiving with his family.

I'd like to wish my #2 kiddo, Addison, a very Happy 6th Birthday.



Houston Gulf Coast Alarm Association
Minutes of HGCAA Meeting & Luncheon 11/10/16
Held at Bass Computers

Meeting called to order at 11:45

Benediction / Pledge

Roll Call of Officers, established quorum, Secretary absent

Recognized Associate Members in attendance

Recognized Guests

Thanked Bass for food and hosting meeting... Security Sales Manager, Anna Lee introduced herself

2016-17 HGCAA Officers / Directors:

President – John Helweg

Vice President – Van Mayorga

Treasurer – Penny Mayorga

Sergeant at Arms – James Pratt

Membership Director – Mary Edmonson

General / Regional Director – Dennis White

Standard Business:

- Prior meeting minutes' review and approved
- Treasurers report reviewed and approved
- Moment of silence for Earl Lanier
- Recognized the Marine Corps on Birthday
- Recognized military veterans

Director's Reports, Committee Reports, and New & Old Business:

- John Helweg and Kelly Ryan briefly spoke how the TBFAA meeting went and what was discussed.
- Kelly spoke on the TBFAA finding a new website and possibly redoing the TBFAA website.
- John is still looking for Quality speakers.
- Many in attendance voiced their views on how to move forward with the distribution of the newsletter and if the minutes and treasures report should be in it. It went to vote, the newsletter will contain the meeting minutes and treasures report and distributed to members and non-members on a monthly basis.
- John reiterated that we still have 3 positions open, Parliamentarian, Education director and Editor. Steve Carr mentioned he may want to take the Editor position after the first of the year.
- HGCAA Website. Brian McKinney showed a us his MC website and how it could work for the association. He is working on getting us pricing.
- Q&A Forum with Fire Marshals will be held in March or April 2017 per Van.
- Van reminded us all that we have until March 2017 to change from old license numbers to new.
- Mary spoke briefly on having the association get involved with Camp Hope, a local organization that helps veterans with PTSD. The association voted and passed to donate \$500 to Camp Hope and \$500 to Wreaths.
- Mary would like to start taking donations of supplies for Camp Hope. Paper towels, Can goods etc....
- Montgomery county Sheriff spoke and reminded us all that the end user must have a permit before the security or surveillance system is installed.
- Van and James folded a flag while John spoke about the 13 folds of the flag to honor Veterans Day.

Guest Speaker: Troy w/Questco spoke about his business and how it could help with payroll and HR services.

Raffles:

- \$25 HGCAA, Academy GC – Suzanne Shiner
- \$25 HGCAA, Academy GC – Jerry Davis
- \$25 HGCAA, Subway GC – Laddy
- \$25 HGCAA, Amazon GC – Brian McKinney
- Yeti Cup, Affiliated Monitoring – Greg Headly
- \$25 Cash, Automated Outlet – John Helweg
- RCA Tablet, DMP – Van Mayorga
- \$25 Cash, Eldorado – Rick Strickland
- \$25 GC, NMC – Janet Strickland
- \$100 Pac Fund – Rick Strickland donated half back

Next Meeting is December 8th, 2016 at ADI North, Meeting adjourned: 1:50

Treasurer's Report

Penny Mayorga

Accounts	Balance
Chase Checking	\$5,834.25
Chase Savings	\$18,975.21
PayPal	\$1,061.56
Cash	\$274.00
Undeposited Funds	\$15.00
COMBINED ACCTS	\$26,160.02
Accts Receivable	\$2,833.00
YTD PAC Donations	\$579.00
Paid Memberships	54

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REGULATORY CRIMES SERVICE

Private Security Activity Report FY2016: Sept. 2015 – Current

Region 1

- On 3/7/2016 CID Region 1 arrested suspect for Operating a Guard Company without a Security Services Contractor License; as well as Employing Unauthorized Employees. This suspect was the owner of an unlicensed company providing security services to an apartment complex that had been damaged by a recent storm. A guard check conducted on site revealed that the company was not licensed, and that four of the eight guards present were unlicensed, including two with current felony convictions.
- On 4/2/16 Dallas Special Agents arrested suspect for Operating a Locksmith Company without a License. This suspect attempted to fraudulently obtain \$800 from an elderly homeowner to replace a deadbolt lock that the suspect had broken.
- On 5/5/16 Dallas Special Agents arrested suspect on charges of Impersonating a Police Officer and Unlawful Restraint. This suspect was observed by law enforcement wearing a dark colored police shirt and badge with dark pants and a duty belt with equipment similar to that used by law enforcement. The word “security” was not displayed on this suspect’s person.
- On 6/10/16 Dallas Special Agents initiated an investigation into an unlicensed security company contracting with a nightclub to provide unlicensed security guards. Investigation revealed four armed security guards working unlicensed at the club. All four guards were arrested for various charges including: Impersonating a Security Officer, 2 counts of Unlawfully Carrying a Weapon, and Operating a Security Guard Company without a License.



- On 6/30/16 Dallas Special Agents conducted an operation targeting unlicensed security guards in Dallas County. Four (4) security guards were arrested for multiple charges including Impersonating a Security Officer, Unlawful Carrying of a Weapon, and Prohibited Weapon.
- On 9/16/16 Dallas Special Agents assisted DEA with a search warrant. DEA requested a locksmith to open a safe at the location the warrant was being served. The locksmith that arrived to assist was unable to display a locksmith license upon request. Individual was arrested for Operating Without a License.
- On 9/29/16 Dallas Special Agents arrested suspect for four (4) felony and one (1) misdemeanor warrant. Suspect was found to be operating an unlicensed security company and was also employing convicted felons as security guards.

Region 2

- On 9/15/2015 CID Region 2 arrested and filed charges of Operating without a License against a suspect who had been operating an alarm company without a license. Upon further investigation, it was also discovered that this suspect was wanted on an unrelated no bond arrest warrant in another Texas county, and has an extensive disqualifying criminal history.
- On 12/14/2015 CID Region 2 filed charges of Operating without a License against a suspect who had been operating an unlicensed security company in Harris County.
- On 1/12/2016 CID Region 2 filed second degree felony charges of Tampering with a Government Record on a suspect found to have been operating an unlicensed training school.
- On 8/4/16 Houston Special Agents arrested an alarm installer for Operating Without a License. This arrest was the result of a sting operation.
- On 8/9/16 Houston Special Agents arrested and charged one (1) individual with Operating Without a License for providing locksmith services without a license. This arrest was the result of a sting operation.

Region 5

- On 5/27/16 Lubbock Special Agents arrested and filed charges of Operating without a License against a suspect who had been operating a locksmith company without a license. Investigation revealed suspect was cutting and programming vehicle keys.
- On 6/21/16 Amarillo Special Agents received information concerning a company installing alarms and security systems without a license. Upon investigation, it was discovered that the company installed approximately ten alarms in residences over a three (3) month period. One (1) individual was arrested for Operating Without a License.

Region 6

- On 4/1/16 San Antonio Special Agents initiated an investigation into a company providing unlicensed armed security guards to a supermarket in Bexar County. Investigation resulted in charges filed on three suspects for Operating without a License, as well as Unlawful Carrying of a Weapon. Administrative action was also taken against the qualified manager due to employing security guards without a license, knowing that these individuals were not properly licensed.



- On 4/1/16 San Antonio Special Agents initiated an investigation into a potentially unlicensed armed security guard at a café in Bexar County. Investigation revealed that the suspect had been performing armed security at the location without possessing any type of private security license. Suspect was charged with Unlawful Carrying of a Weapon, as well as Impersonating a Security Officer. It was also revealed that the individual who scheduled security with the manager of this café did not possess a license either. This suspect was charged with Operating a Security Company without a License.

RCS HQ

- On 8/21/2015 RCS HQ received information from Texas Highway Patrol on a investigations/guard company located in El Paso. Further investigation by RCS HQ Special Agents revealed multiple administrative violations including failure to conduct pre-employment checks and failure to submit registration applications of guards prior to employment. A notice of administrative action was sent on 4/4/2016 with an administrative penalty of \$26,900.00.
- On 11/9/2015 RCS HQ received notification of a shooting involving a licensed alarm sales person. Assistance provided to San Antonio PD. Individual was arrested for murder, now under summary suspension.
- On 3/1/2016 RCS HQ received notification from Dallas PD of security officer involved shooting. Upon further investigation by RCS HQ Special Agents, it was discovered that the officer who had discharged his weapon is not properly licensed by DPS; only an application had been submitted. Maximum fine issued for Operating without a License. Fine also issued to qualified manager for allowing officer to work in a commissioned capacity under the company's name, and for failing to notify the Department within 24 hours of the shooting incident.

- On 6/1/16 RCS HQ received information concerning a security officer involved shooting that occurred in Houston at a nightclub. Investigation revealed that the company did not properly report the shooting incident to the Department of Public Safety. Administration action imposed for failure to report.
- On 7/7/16 RCS HQ received information concerning a security guard involved in a shooting in the Port Arthur area. Upon investigation in conjunction with the local police department, it was determined that although the guard was not on duty at the time of the shooting, he was not registered. This individual was indicted on the higher charge of criminally negligent homicide.
- On 9/6/16 RCS HQ received information concerning an alarm company committing advertising violations in Travis County. RCS HQ sent advisory letter to company concerning violations.
- RCS HQ is currently taking administrative action on various security guard companies across the state determined to be using uniforms and vehicles deceptively similar to police agencies, including the use of red/blue lights, uniforms mirroring local law enforcement, and behavior giving citizens the impression the guard company is connected with a state government.

SEO alert: Google search to rank sites according to their mobile versions

Having recently said that it will show [different search results to mobile and desktop users](#), Google now has another search related announcement. Reacting to the fact that most searches are conducted from mobile devices, search results will be ranked according to sites' mobile content.

Google says that it has "begun experiments to make [its] index mobile-first", and it's a move that essentially says that mobile searchers are more important than the rest. In light of the recent splitting of mobile and desktop indexing, the announcement is hardly a bolt out of the blue, but it's still something that many site owners will need to take action about.

While the change has just been announced, Google says that it will be gradually introduced over the coming months. Ranking algorithms will ultimately look to the mobile index to determine how results should be ordered, Google says desktop users are not going to be abandoned.

Announcing the change, [Google says](#):

Although our search index will continue to be a single index of websites and apps, our algorithms will eventually primarily use the mobile version of a site's content to rank pages from that site, to understand structured data, and to show snippets from those pages in our results. Of course, while our index will be built from mobile documents, we're going to continue to build a great search experience for all users, whether they come from mobile or desktop devices.

We understand this is an important shift in our indexing and it's one we take seriously. We'll continue to carefully experiment over the coming months on a small scale and we'll ramp up this change when we're confident that we have a great user experience.

To help webmasters to ensure that their sites don't slip right to the bottom of search results, Google has a number of hints and tips relating to the change:

- If you have a [responsive site](#) or a [dynamic serving](#) site where the primary content and markup is equivalent across mobile and desktop, you shouldn't have to change anything.
- If you have a [site configuration](#) where the primary content and markup is different across mobile and desktop, you should consider making some changes to your site.
 - Make sure to serve structured markup for both the desktop and mobile version. Sites can verify the equivalence of their structured markup across desktop and mobile by typing the URLs of both versions into the [Structured Data Testing Tool](#) and comparing the output. When adding structured data to a mobile site, avoid adding large amounts of markup that isn't relevant to the specific information content of each document.
 - Use the [robots.txt testing tool](#) to verify that your mobile version is accessible to Googlebot.
 - Sites do not have to make changes to their [canonical links](#); we'll continue to use these links as guides to serve the appropriate results to a user searching on desktop or mobile.
- If you are a site owner who has only verified their desktop site in Search Console, [please add and verify your mobile version](#).

- If you only have a desktop site, we'll continue to index your desktop site just fine, even if we're using a mobile user agent to view your site. If you are building a mobile version of your site, keep in mind that a functional desktop-oriented site can be better than a broken or incomplete mobile version of the site. It's better for you to build up your mobile site and launch it when ready.

SOURCE: [BetaNews.com](#)

[By Mark Wilson, November 6, 2016](#)



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Calendar of Events

HGCAA meetings are held the second Thursday of each month from 11:30-1pm. See below for the locations.
Dates and locations may change as needed.

November 2016

11/30 - Leviton Training (2 day) @ Automated Outlet

December 2016

12/1 - Leviton Training @ Automated Outlet

12/2 - Universal Power Bus Training @ Automated Outlet

12/8 - HGCAA meeting @ ADI (North)

12/13 - ASSIST / HGCAA - Holiday party @ 7-10pm

12/25 - Merry Christmas

January 2017

1/1 - Happy New Year

1/12 - HGCAA meeting @ Automated Outlet

1/24 - PSB meeting in Austin, TX @ 9am

February 2017

2/9 - HGCAA meeting @ Tri-Ed (Pinemont)

March 2017

3/2 - Texas Independence Day

3/9 - HGCAA meeting @ ADI (Pinemont)

April 2017

4/13 - HGCAA meeting @ Tri-Ed (North)

May 2017

5/11 - HGCAA meeting @ Bass Computers

June 2017

6/8 - HGCAA meeting @ ADI (North)

July 2017

7/4 - Independence Day

7/13 - HGCAA meeting @ Automated Outlet

August 2017

8/10 - HGCAA meeting @ Tri-Ed (Pinemont)

September 2016

9/14 - HGCAA meeting & elections @ ADI (Pinemont)

**PLEASE THANK OUR ASSOCIATE MEMBERS
FOR PROVIDING FOOD AND
HOSTING OUR MEETINGS
BY PURCHASING THEIR PRODUCTS.**

26 Business Management Tips You Need to Put Into Action Now

1. Keep Craigslist Ads Year-round

Finding employees is like fishing: the bait (your ad) has to be seen by the fish (your potential employee) exactly at the time he or she is swimming past (or seeking a new job in the case of an employee).

If you cast your line out just 30 seconds before or after that fish swims by, he never sees it. For integrators who use Craigslist to find employees, Mark DiPietro of SoundVision maintains his ad year round. The employment ads are only \$25 per month.

Also, whenever you place a Craigslist ad, there is a barrage of applications. Then it falls off. By renewing the ad monthly, it bubbles back up to the top of the queue and more applications come in, he says. On the flip side, many integrators do not like Craigslist because they are bombarded with resumes and often the candidates are not well qualified.

2. Ask Distributors for Employees

One great source of potential employees are distributors. They are in discussion with integrators every day, so they know who is busy and who is not. They also hear from technicians who might be seeking new employment. It's a good idea to put the word out with your local distributor whenever you are seeking employees.

On the flip side, some integrators don't want to send their technicians to pick up equipment at the local distributor for the same reason ... they will likely be solicited for employment elsewhere.

The best way to prevent that from happening is to breed a strong company culture whereby a technician is not going to jump ship for 25 cents more per hour from another company.

3. Shadow Employees

DiPietro says the best way to rapidly onboard a new technician is to “shadow” him with a more experienced technician. That can be difficult if you are a very small operation, however.

4. Create a ‘Process Book’

Dennis Jaques of Maverick Integration is so process-driven that he created a 500-page book that documents every process the company does, from pre-wire to trimout to final.

“Every employee is set to that standard and have to pass the test in the book. They don’t get the next book until they pass the test on the first section,” he says.

To create the book, Maverick started by spending \$500 to purchase the ESPA training curriculum, then added to it. Today, the company has spun off a separate training group called the Maverick Technical Institute that trains dealers not just how to install a system, but even how to ring the doorbell when they arrive at the home, how far to stand away from the doorbell and how to greet the customer.

5. Put a Ceiling on Wages for Every Position

If you keep employees for a long time because your company is such a great place to work, eventually you will run into a situation where a long-term employee has reached the limit of what you can pay him or her and still earn a profit.

At Maverick, Jaques has a chart that shows employees how much the company can charge customers for certain tasks. The chart also shows the wages that each position in the company tops out at.

“At some point, I cannot afford to give an employee a raise every year if he stays in the same position for years and years,” admits Jaques.

By being so transparent with his staff, it encourages them to seek to learn new skills and to grow so they can elevate into other positions in the company. When hitting ceiling compensation and maximizing payroll, one way to retain those employees is to give them commissionable opportunities that do not steal from the sales team.

6. Use Subcontractors for Prewires

At Logic Integration, the company uses subcontractors for all its prewires.

“They must wear our company logo shirts, and they have to come to our office first so we can see what they look like before they head to the site,” notes Shawn Hansson, president. The company regularly uses 10 to 12 subcontractors.

7. Offer Lifetime Warranty on your Craftsmanship

At Logic Integration, clients’ product warranties are activated using a “Final Completion Date” in the contract. The company warranties the individual products based on their manufacturer warranty, but for their own installation expertise, Logic offers a “lifetime warranty on its craftsmanship.”

In other words, if an in-ceiling speaker ever starts to slip or a mount starts to tilt, the company will fix that for the life of the system.

“Customers love it,” says Hansson. “It speaks to the quality of our team and our sales team uses it.”

It is vital for the company to have a clearly defined scope of work for that lifetime warranty to work well. Logic has a specific scope of work that includes certain “assumptions,” such as the company is going to have access to your house, and certain “exclusions,” such as they are not liable for damage from acts of God, do not run conduit, cannot assure that the Internet will be working 100 percent of the time because of the ISP provider, etc.

8. Load Trucks the Night Before

It’s a simple idea, but one that can save lots of time in the morning and help beat morning rush hour sometimes.

9. Have All Suppliers Email Receipts

Even Home Depot will email receipts. Never have a lost receipt again.

10. Use Only Digital Contracts

In today’s paperless world, using pdf contracts with digital signatures eliminates bulky paperwork.

11. Drive Time Labor

If you are based in a high traffic area, customers can balk at paying labor for drive time. One integrator uses a compromise plan where he pays technicians and charges clients for the drive time to the job, but not on the way back to the office.

12. Hold Only Stand-up Meetings

Studies show that if you hold your internal meetings standing up and do not allow your team to sit down, the meetings will go much faster and be more productive.

13. Pay High-school Kids to Wash Vehicles

Who has time to wash their trucks and vans? And do you want to be paying a technician to do that? Find a high schooler to wash your vehicles.

14. Use Virtual Assistant Services

Most small integrators don't have the revenue to add an administrative assistant to the payroll. There are virtual administrative assistants that can be hired only for the time they spend working for you.

Gwendolyn Hays of Wired Automation in San Antonio not only runs her own company with her husband but she also doubles as a virtual assistant service for others. She says it is like having an additional member of the team. Executive Assistant Help (www.eahelp.com) is one option.

15. Give Free Service Calls in Exchange for Referrals

In a business that thrives on referrals, one good way to assure new prospects is to every once in a while give a client a free service call in exchange for three referrals. If the service call is on Super Bowl Sunday, ask for 10 referrals.

16. Consider Flex Time

Flex time is the most important benefit that employees look for today in an employer. It can be hard for small companies to offer, but it is something to consider.

17. Reward for Online Reviews

In today's world where online review websites like Yelp hold a lot of cache with customers, Logic Integration gives any employee a \$25 gift certificate for getting a positive customer review — either about them or the company in general — posted online from a client.

18. Charge 15% Higher Price for Referred Clients

According to Randy Stearns of D-Tools, if an integrator is referred to a project, he will get that job 80 percent of the time.

“So if you are referred, your price can be 10 percent to 15 percent higher and you will still get the job. For a non-referral, you need to bring everything with you (insurance, client list, etc.) because it’s likely that someone else has been referred to that customer,” so you need to be prepared to “wow” them.

19. Encourage Family Environment in Your Company

Not only will this make employees happier, but Hansson recalls how he once got \$1 million job because client came to the office, met the team, and saw all the photos of the team having fun.

20. Look at Gross Profit Dollars Per Man, Per Day

There are lots of key metrics to look at when running your company, but Jaques focuses on one: gross profit dollars per man per day.

To achieve the profit percentage he wants, Maverick leads its sales presentation with the profitable product categories first, such as floorstanding speakers. If the company is able to sell a pair of floorstanding speakers with high margin, that frees them up to perhaps offer a product with lower margin on that project.

“I lead with the products that are most profitable for me. I don’t lead with Apple TV. I know where we want to be. It makes it really easy. If your target is \$300 GPDs per man per day, you can get to that level if the job has floorstanding speakers that are very profitable. Look at what other profitable accessories you can offer to bring up those GPDs,” says Jaques.

He points out that the only reasons an integrator should ever deviate from his profit margin goal on a project is if he is trying to gain the future business of a key partner, such as a builder or architect.

“The number one thing I see on a takeover job is that the previous dealer miscalculated the labor hours,” he adds.

21. Hold a ‘Done Done’ Meeting

At Logic Integration, 45 days after every job is complete, the company holds a post-mortem meeting to review the success or failure of the project.

“We call it a ‘done done’ meeting because post-mortem sounds bad. Lately all our projects have been successes because they have been profitable.”

Among the things to look at avoiding that eat profit away are overnight shipping and delivery costs., etc.

22. Share Only 50% of Project Profit as Bonuses

Performance-based pay is effective to motivate employees, so bonuses are good. But sometimes when dealers finish a super-profitable job, they tend to want to share that entire windfall with their team.

However, when a job finishes under profit, the owner eats it in the wallet all on his or her own. So, Stearns advises technologists to only share 50 percent of the profit from a project with employees.

At Logic Integration, they share a percentage of the company profit at the end of the year. Bonuses are paid based on each employees’ gross pay and years with the company.

“Everything is transparent. Our company performance is on digital screens around the building for everyone to see,” says Hansson.

23. Withhold 25% of Sales Commission Until Job Completion

At Logic Integration, 25 percent of sales commissions is held until the end of the job. A review document from the web rates employees from 1-5 by topic. Logic Integration sends something similar to the employee to see how they rate themselves, then the manager does it.

24. Know Your Labor vs. Equipment Cost

At SoundVision, DiPietro targets a 36.1 percent margin on every job over \$5,000. Using that metric, he is able to easily calculate his labor rates for every job. Once he knows what his equipment costs are, he only has to simply layover 36.1 percent of that equipment cost for labor.

25. Use Apps to Have Employees Clock In

Logic Integration uses software called TSheets to track employee time. When an employee logs in, the software grabs that notification and starts tracking it automatically against the labor bucket for that job in QuickBooks.

“If the app is on a company-owned phone, you can force a GPS location log tag to pop up at the moment of clock in to make sure the person is not logging in from the golf course,” says Hansson. Logic Integration requires both its billable and non-billable employees to clock in. Journyx is another similar time-tracking piece of software.

26. Create a Project Closeout Checklist

When a project closes out, there should be a checklist of things to do. At Logic Integration, that list includes a requirement that the project manager or lead technician take photos of the rack and all the access points. Those are included in the leave-behind manuals/documentation.

Other checklist items include contact information so the client knows who to call, getting a client final sign off, and asking the client for a review.

Stearns recommends that the service technicians in your company do a final Quality Control review of projects so that job can be formally turned over from the installation team/project management to the service team.

SOURCE: [Commercial Integrator](#)
[By Jason Knott, October 21, 2016](#)

Professional Guard and Patrol, Inc.



ROBERT LATTEA

Vice President of Operations

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HGCAA is the largest region of Private Security companies in Texas. This newsletter will be distributed monthly to our Membership & friends of the industry.

The HGCAA is not endorsing Ken Kirschenbaum or Kirschenbaum & Kirschenbaum PC. The following email articles are provided for informational purposes only. Mr Kirschenbaum has a daily public email distribution that has lots of industry related information in it. You can go to his web site and sign up for it.

We included the “DNS hack disrupts communication” article so that you would be aware of the threat and give you the opportunity to check your monitoring agreements for similar verbiage.

We included the “Central Station phone lines and receivers” article to give you insight into the things you should consider when contracting services with a monitoring station.

discussion regarding central station phone lines and receivers

Ken

Do you have any discussions regarding central station phone lines and receivers...?

Thanks

Mike

Response

Many and they all say the same thing, make sure you own your own lines. You don't need to own your own receivers, but you should be sure that your central station has agreed to provide you with all your subscriber data in electronic and paper format if you decide to lease the central station. Don't allow the central station to hold you hostage with this data - which it can if you don't have the right to the data in your contract. To be sure what your rights are with your central station insist that your central station use and give you a central station [Dealer Agreement](#) with the **Kirschenbaum Contract**™. There will be check boxes on the front of the contracts highlighting the essential terms of your relationship with the central station. You will still be indemnifying the central station, and have to pay its charges, but you'll know up front if you've given the central station the right to

- monitor all your accounts
- increase your charges
- refuse to provide data electronically
- make you pay back a loan
- hold you to a long term agreement
- require you to sell your monitoring accounts to the central station

Once you know what your deal is you can decide if you want to enter into that relationship or look elsewhere. Check [The Alarm Exchange](#) for **central stations** that will have to be fair or risk being removed from [The Alarm Exchange](#) list, as well as being exposed on this forum as non-dealer fair and friendly.

**ALARM - SECURITY INDUSTRY LEGAL EMAIL NEWSLETTER /
THE ALARM EXCHANGE**

You are receiving this email from Kirschenbaum & Kirschenbaum PC because you purchased alarm / security contracts, are in the alarm / security industry or subscribed on our website. To ensure that you continue to receive emails from us go to your spam controls and white list ken@kirschenbaumesq.com, secure.mybiz.com, mybiz.com Read prior articles at [Alarm Law Issues / Articles / Email Articles](#)

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DNS hacking that disrupts communication

November 21, 2016

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DNS hacking that disrupts communication

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Ken

On a recent conference call, the president of the Alarm Association of Florida conveyed the need for security dealers, like us, to have a disclaimer on our forms that absolves us from responsibility in the event of DNS hacking that disrupts communication to internet-based security technology.

Do you have any verbiage we can add to our forms that addresses cyber-security of this nature?

Best Regards,

Bobby McAfee, Marketing Director
Crime Prevention Security Systems

.....

Response

.....

The [Standard All in One Agreements](#) were updated a few years ago to make clear alarm systems do not necessarily meet Advanced Encryption Standard specifications for encryption of electronic data established by the US National Institute of Standards and Technology and ALARM COMPANY shall have no liability for access to the alarm system by others. This was an important change to the [Standard Form](#), but certainly not the only one and perhaps not the most important one. As alarm systems move more and more to wireless components and "over air" communication pathways, the opportunity for interception increases.

Like so many other issues, alarm companies need to carefully contract away liability. You ignore this advice at your own peril. If you think you can put together the contracts yourself, "borrow" a form from your buddy or have it prepared by an attorney that does not specialize in this industry [and have the last name Kirschenbaum] then I urge you to reconsider. While [Kirschenbaum™ contracts](#) will definitely add significant value when you want to sell your alarm contracts, these contracts will capture your full attention in the event you get sued for alarm system or service failure.

Update your contracts every few years. If in doubt if you need to update contact our Contract Administrator Eileen Wagda at [516 747 6700 x 312](tel:5167476700) today.

.....

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Mitch Reitman has much more than a pencil now, he still has the desire and ability to serve the industry.

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Texas Private Security

www.TexasPrivateSecurity.org

I started this project over three years ago because I saw a problem that I believed “We The People” could do something about. The chief complaint of many people in the Private Security industry are illegal scammers cutting in on our business and taking advantage of citizens, which make the rest of us look bad. There are so many scams and unlicensed people that law enforcement simply can't chase them all.

I had an idea that instead of trying to chase all the scumbag scammers, why not “educate” Texans to stop doing business with them? If citizens will stop doing business with the scammers, the scammers won't be able to stay in business.

Initially we had considered ads on large billboards. Unfortunately it was expensive and we couldn't get traction. Eventually we got the idea to use social media like Facebook. With the help friends promoting this Facebook page, we have had significant growth in LIKES and article views. However, this page is no where close to where I'd like to see it.

According to US Census data, there are roughly 27 million people living in Texas. We presently have 2,893 likes, which is pretty respectable, but no where near my goal of 1% of Texans, which is 270,000 likes. I've been paying for ads on Facebook to help get the word out, but I think it's a financial burden we should all share.

All you need to do is:

- 1) Go to the Texas Private Security page & LIKE it
- 2) Invite your friends to do the same (MOST IMPORTANT)
- 3) Keep inviting them to LIKE the page until they do

Regards,

John C. Helweg

TBFAA Report Kelly Ryan, President

We are currently keeping an eye on:

Ref. [HB 153](#)

Ref. [HB 91](#)

Ref. [1702.134](#)

AT&T 2G Sunset

In order to keep up with exploding demand for mobile broadband data, AT&T announced plans in August 2012 to sunset its 2G network by December 31, 2016. This will allow AT&T to free up spectrum for added capacity to their advanced wireless networks, enabling more AT&T customers to have a better experience.

Migrating to faster, higher-capacity networks will help AT&T ensure that they're using their available bandwidth as efficiently as possible to serve all of their customers. Their data traffic has grown at a staggering rate since 2007, and will continue to increase dramatically in the foreseeable future.

The higher speeds of the upgraded network will enable them to deliver enhanced applications and solutions. For example, their advanced networks will support video cameras for real-time streaming and driver dash cameras for fleet trucks. These enhancements would not be possible on the 2G network.

For more information check out:

<http://cd2migration.att.com/>

Hopefully you have been working with your customers to update their radios to 3G/4G/CDMA compatible radios so their monitoring and remoted services won't be interrupted at the end of the year. Please check with your radio providers to make sure you've replaced all the 2G radios.

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For Sale/Wanted

If you have used or old equipment, accts or a company you're interested in selling or if you are looking for something that you think another dealer may be willing to part with, we can post those items here. No charge for members.

For Sale:

2 Desks. They measure 5'x32". They have a keyboard tray and a small drawer and file drawer on each side. Make an offer.

Bookcase - It measures 28"x6' with 4 shelves. Make an offer. Call John Helweg @ 713-467-6666

Houston Alarm Detail

Check with the [City of Houston to make sure your company is listed on their alarm permit web site](#). They have a specific form you need to fill out and submit to them for inclusion.

You also need to be [sending municipalities notice of alarm system activation](#).

Please make sure your customers are using the most [current alarm permit form](#).

Harris County Alarm Detail

Please make sure your customers are using the most [current alarm permit form](#).

Montgomery County Alarm Detail

Check with the Montgomery County Sheriff's Office to make sure your company is listed on their alarm permit web site.

Please make sure your customers are using the most [current alarm permit form](#).

State Fire Marshal's Office

NOTICE: Your new fire license will need to be on your trucks, business cards & advertisements by March 2017.

Regulatory Resolution Assistance

If you are having troubles with DPS, please contact the Board to see if we can help. We are here to advocate for you. One of the perks of the job is that we know who to speak with and we can cut through the bureaucratic red tape. Anything you share with us will be kept confidential.

John C. Helweg, President

Bass Computers, Inc



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Houston, TX 77099

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Fax: (281) 776-6733

A Word from the Editor Vacant

I'm please to report that we have the [newsletters](#), AT&T 2G sunset info, the Houston Alarm Detail company and alarm activation forms, the DPS and SFMO complaint forms, the bylaws and much more on the HGCAA web site. Please check out the web site regularly to keep current with the latest information.

Our ad sales for this newsletter have been going very well. It has enabled us to generate income that can be used for association events and scholarships. Please remembers to support our supporters.

Regards,

John C. Helweg

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