

MAY 2017

HGCAA

Houston Gulf Coast Alarm Association



www.hgcaa.org

Wholesale Monitoring Solutions *made easy...*

Our expert support staff will get you up and running *fast* with just a phone call



CALL 877-888-7116

EMAIL Sales@SouthwestDispatch.com

ONLINE SouthwestDispatch.com/ContactUs

TX License B05864 / ACR 1127

Board of Directors 2016-2017

President

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

Calvin Stewart
832-642-1965
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

I don't know what happened to the month of April. It's like I blinked and now it's May.

We had a great April meeting. I'd like to thank Burke Yates for taking great care of us at the Tri-Ed North branch. We had so much information to share with our members that we were short on time for our speaker Derek Thain with [Vacek & Thain, PLLC](#). He shared a lot of good information with us and was just getting to the really good stuff when we were way out of time. Seriously it was 1:30pm and the meeting was supposed to end at 1pm. We may have to have him out again. I know first hand how family/estate planning is so very important.

Captain Kellye Turner with the Houston Region 2 DPS Office was present and shared some incite with us about how her teams coverage works.

The May meeting will be at Bass Computers and our speaker will be Minal Patel Davis from the Mayor's Office, speaking with us about [Human Trafficking in Houston](#). She developed and is currently implementing Mayor Turner's Anti-Human Trafficking Strategic Plan, which is the first comprehensive municipal response to human trafficking by any US city. Ms Davis has also spoken at the United Nations World Humanitarian Summit and recently traveled to Halifax and Montreal, Canada at the request of the State Department to discuss municipal leadership in trafficking with government officials.

I went to the quarterly Private Security Board meeting. It was about 20min long and there isn't much to report. The best part was Director Bowie took a few of us on a tour of the DPS call center. We got to see first hand how it works and how calls are handled. See my report later...

Treasurer's Report

Penny Mayorga

Accounts	Balance
Chase Checking	\$6,186.31
Chase Savings	\$18,975.97
PayPal	\$243.75
Cash	\$731.00
Undeposited Funds	\$0.00
COMBINED ACCTS	\$26,137.03
Accts Receivable	\$1,950.00
YTD PAC Donations	\$306.00
Paid Memberships	64



Houston Gulf Coast Alarm Association
Minutes of HGCAA Meeting & Luncheon 4/13/2017
Held at Tri-Ed North Houston

Meeting called to order at 11:46

2016-2017 HGCAA Officers / Directors:

President – John Helweg	Membership Director – Mary Edmonson
Vice President – Van Mayorga	Parliamentarian – Calvin Stewart
Secretary – Amanda Jackson	Immediate Past President – Brian McKinney
Treasurer – Penny Mayorga	Associate Director – Jerry Davis
Sergeant at Arms – James Pratt	General / Regional Director – Dennis White

Standard Business:

Benediction / Pledge

Roll call of Officers, established quorum, Membership Director absent

Recognized associate members in attendance

Recognized guests & 1st Responders: DPS, MCSO, and HPD all represented.

Thanked Tri-Ed for hosting and food, Burke welcomed HGCAA and thanked 1st Responders, June 28th will be the Tri-Ed Expo at Minute Maid Park – register online.

Meeting Minutes – reviewed and approved – motion to approve Steve Carr, 2nd by Dennis White

Treasurer's Report – reviewed and approved – motion to approve Darlene DeBoer, 2nd by Mary Edmonson

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

- John – Touched on several topics:
 - Find us and Friend us on Facebook
 - Check out the website with links, meeting updates and much more
 - Heat awareness for employees
 - TOPS new look
 - Newsletter – always looking for good articles and tech updates to share
 - City of Stafford (and other jurisdictions) adopting ordinances charging for permits to install, but 1702.134 says they cannot. We are reaching out as an organization to educate them on code. They can require notification, but cannot charge for it.
 - Legislative – many things coming up, but here are highlights: Van & John on TBFAA Leg Committee
 - HB421 – Religious Organization Exemption, TBFAA opposing
 - HB3115 – CEU relief, TBFAA for
 - HB1654 / SB1117 – AHJ citations person vs. owner language, TBFAA opposing
 - HB4248 / SB 1626 – CEUs on occupation from other agencies, TBFAA opposing
- DPS:
 - Capt. Kelly Turner will try to make all meetings or send a representative in her place.
 - Only 4 agents to follow up on complaints in 37 counties, so they have to be triaged, but all will be followed up on.
 - James Pratt is on the TOPS beta team, so he will bring updates as available. Notes: Neither the public nor employees will be able to see rosters, only managers; and employee must renew themselves, but company can be copied on email.
- Fire Marshal Round Table Update
 - After round table meeting, Fire Marshals are reaching out to see if offenders are members prior to going after, and working very well with us.
 - We will be sending bills for those that RSVP'd and did not attend.

- Treasurer – We are in good standing with the Secretary of State and 10 years of back tax filings have been filed with the IRS. We are waiting to hear back from the IRS on our non-profit tax status reinstatement.
- Membership – 7 new members, but Mary absent for detail, will address next meeting, but 63 current members.
- TBFAA
 - Convention Oct 25-27 @ La Torretta in Conroe
 - Contracts are now available, but Sales agreement still being finalized. Reminders, don't allow redlines, the contracts are written to ensure you are covered – make sure to send to your insurance & monitoring station – and have a lawyer review.

Guest Speaker: Derek Thain – Vacek & Thain, PLLC speaking about Estate Planning... Passed out a great handout with a lot of great information and went over some key points mistakes and solutions.

- Firm only does estate planning and asset protection, does not do criminal or family law and has 26+ years of experience... handles your needs from “start to finish”
- Over 90,000 lawyers in Texas, but only 700 specialize in estate law
- Biggest mistakes are Intestacy (no will, invalid will, or lost will) and depending on a Power of Attorney – still better to have something rather than nothing, but these leave everything in a judge's hands not your trusted loved ones.
- Trust are the best option, can be contingent or outright, and just changes ownership, no judges involved.

Raffles: Larger prize first except the PAC Fund:

- | | |
|--|--|
| • \$25 Academy (HGCAA) – James Weston | • \$25 Cash (Automated Outlet) – Penny Mayorga |
| • \$25 Freddy's (HGCAA) – Robert Lattea w/ PGP | • \$25 Whataburger (DCI) – John Helweg |
| • \$25 Amazon (HGCAA) – James Pratt | • PAC \$115 – MCSO, accepted half |
| • \$25 Fandango (HGCAA) – Jerry Davis | |

Meeting Adjourned 1:15

Next meeting is May 11, 2017 @ Bass Computer



Bass Computers, Inc.

10558 Bissonnet St. Houston, TX 77099

Since
1991

Bass Computers, Inc.

**2nd Annual Security & Surveillance Expo
& Crawfish Boil!**

Join us for an amazing day of fun, food, fantastic specials, and prizes! Visit with many major manufacturers from security, surveillance, and access control companies!

When: Friday May 5, 2017

Time: 10am to 2pm

Where: 10558 Bissonnet St.
Houston, TX 77099



Register Today at:

<https://www.surveymonkey.com/r/Bass2017>



Private Security Board Meeting

I attended the April 25, 2017 Private Security Board meeting in Austin, TX. I drove three hours for a twenty minute meeting, only to turn around and drive another three hours back home. We got the DPS Investigations & Enforcements report, other than that, not much of consequence was covered. The Board moved Rules: 35.26, 35.161, 35.101 & 35.102 back to their perspective committees for further discussion.

For me the best part of going to the meeting was the personal tour of the DPS Call Center given to a select few of us by Director Bowie. We got to see first hand how the call center works and what the operators are dealing with each day.

Their call center looks and operates much like a monitoring station, only it's not manned 24/7/365. LOL The thing I found interesting were the types of calls handled, how many operators are dedicated to handling each type of call and how long some calls take to get to the next customer.

You may not realize it but DPS handles far more regulated services than just Private Security. They regulate: [Handgun Licensing](#), [Ignition Interlock](#), [Texas Metals Program](#), [Private Security](#), [Vehicle Inspections](#), [Compassionate Use Program](#), [Precursor Chemical and Laboratory Apparatus](#), [Commissioned Online Prescription System](#) and more. The reason I took the time to list and link all these services is to give you some perspective as to how large their scope is.

DPS is only allotted a certain amount of employees by the State Legislature, so they have to divvy up those employees based on demand.

Obviously with over 1.1 million Licensed to Carry registrations, they have more demand than the 132,973 Private Security registrations. Therefore they need more people to process LTC calls than they do PS calls. Follow me so far?

Here's the crazy part, DPS can process substantially more LTC calls per operator, per hour, than they can PS calls. PS calls on average take 19 minutes instead of the 30 seconds a call for the LTC. Now you're thinking, yes that makes sense our licensing is more complicated than LTC. I don't think so. They both require background checks and fingerprints. So what could it be? I have some thoughts on that, but printing those thoughts would likely get me in trouble. LOL

I need to visit with Director Bowie to discuss in more detail, but my initial thoughts are instead of calling DPS first, talk to your company's Qualified Manager first. If you are the QM or if that doesn't work, try talking to your trade association leadership. We also have representatives on the Private Security Board that are familiar with the system. Even if none of us know the answer, we know people that can get you taken care of much faster than calling the call center.

Please keep in mind, when you call the DPS call center, have all your information in hand and ready to go. The longer you tie up the phone line, the more people are stacking up behind you that also want help. It's okay to ask for help, but please be considerate of how much time you take.

Hopefully these suggestions will help you and the rest of us have a better experience with our licensing challenges.

The PSB meeting agenda is below with current stats.

Regards,

John C. Helweg, President

AGENDA

Tuesday April 25, 2017

The Texas Private Security Board may convene in Executive Session on any agenda item if authorized by Chapter 551 of the Texas Government Code. Following Executive Session the Board will report and take action, if any, in Open Meeting. The Board may reopen any Agenda Item during the meeting.

Call to Order
9:00 A.M.

- I. Approval of Minutes for Board Meeting held January 24, 2017
- II. Quarterly Reports from Regulatory Services Division
- III. Reports from Board Committees
 - a. Advisory Committee
 - b. Rules Committee
- IV. Discussion and possible action regarding amendments to Rule §35.26- Reclassification, and Assignment
- V. Discussion and possible action regarding amendments to Rule §35.161- Continuing Education Requirements
- VI. Discussion and possible action regarding amendments to Rule §35.101- Private Business Letter of Authority and §35.102- Governmental Letter of Authority
- VII. Public Comment
- VIII. Executive Session as authorized under §551.071, if necessary.
- IX. Administrative Hearings on Licensing and Disciplinary Contested Cases
- X. Adjournment

Totals from the Licensing Section for the 2nd Quarter 12/01/2016 to 02/28/2017

Applications Received:

Original Company Applications Received: TOL = 245; Manual = 49; Grand Total = 294

Renewal Company Applications Received: TOL = 1,426; Manual = 77; Grand Total = 1,503

Original Individual Applications Received: TOL = 12,747; Manual = 884; Grand Total = 13,631

Renewal Individual Applications Received: TOL = 8,390; Manual = 335; Grand Total = 8,725

Applications Processed:

Original Company Licenses Issued: TOL = 167; Manual = 144; Grand Total = 311

Renewal Company Licenses Issued: TOL = 1,414; Manual = 181; Grand Total = 1,595

Original Individual Registrations Issued: TOL = 8,933 Manual = 2,002; Grand Total = 10,935

Renewal Individual Registrations Issued: TOL = 6,103; Manual = 741; Grand Total = 6,844

Employee Information Updates Issued: TOL = 4,389; Manual = 2,190; Grand Total = 6,579

Active Company Licenses and Registrations:

Active Company Licenses: 5,781

Active School Licenses: 377

Active Individual Registrations: 132,973



DPS Audit Checklist

We were recently given the current [DPS Audit Checklist](#) that they are using to review our company and employee files. It's on the [HGCAA web site](#) for your reference, on the lower left of the main page . There are also links to the [TOPS company/employee search](#), complaint forms, etc.

Please take a minute to familiarize yourself with the many offerings on the HGCAA web site.

Regards,

John C. Helweg, President

ADI Anytime, Anywhere...
adiglobal.com/US



New on the APP
VOICE ID
sign in. search. order.

Play Video



7425 PINEMONT DRIVE
HOUSTON, TX 77040
Phone: 713.861.9418
Fax: 713.861.9986

ADI
GLOBAL DISTRIBUTION

335 PENNBRIGHT DRIVE
HOUSTON, TX 77090
Phone: 281.872.4330
Fax: 281.872.4029

Grow Your Business With ADI

Become a
Dealer Today!

go now >



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.

May 2017

5/5 - TBFAA Household Fire Training @ Automated Outlet

5/5 - Bass Computers Crawfish Boil from 10-2pm

5/11 - HGCAA meeting @ Bass Computers

June 2017

6/8 - HGCAA meeting @ ADI (North)

6/22 - TBFAA Board meeting - Dallas, TX

6/28 - Tri-Ed Expo @ Minute Maid Park

July 2017

7/4 - Independence Day

7/13 - HGCAA meeting @ Automated Outlet

August 2017

8/10 - ADI Expo @ Hilton Houston North

8/11 - TBFAA Household Fire Training @ Automated Outlet

8/17 - HGCAA meeting @ Tri-Ed (Pinemont)

8/17 - TBFAA Board meeting - Houston, TX

8/24 - TBFAA Fire Prep Training @ ADI (North)

September 2017

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

9/28 - TBFAA Level 1 Training @ Tri-Ed (North)

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

TBFAA Report Kelly Ryan, President

We are fortunate to be in a growing industry that evolves with improvements in technology, and as advancements are made, we have a greater choice of equipment to help meet our customers' needs in electronic security and fire alarm systems.

Some of the advancements in equipment are specifically aimed at the DIY market, and along with the increase in DIY, we may see more and more end-users with improperly installed systems resulting in an increase in false dispatches.

At the recent FARA (False Alarm Reduction Association) Symposium in Nashville, TN, I was fortunate to meet with alarm ordinance enforcers from all around the country. As you can imagine, every single attendee of the symposium faces the same challenges: How to decrease false alarms (dispatches) and increase consumer awareness of required permits.

As a representative of the Texas alarm industry, I urged the FARA attendees to realize that we, the professional alarm and monitoring companies, may have limited ability to control false alarms from the DIY market, but I reinforced the idea that we are here to help. It is our job to make sure every account has the right equipment and the right training to properly serve their needs without increasing needless dispatches.

One way to help is to make sure that municipalities in Texas are aware of the Texas model ordinance as well as required licensing. Additionally, we should promote the awareness and membership into FARA. When a municipality joins FARA, they are joining forces with hundreds of members from government and public safety

agencies across North America that are focused on reducing false alarms.

FARA members can expect to benefit from the information published in the monthly newsletter as well as multiple publications designed to help public safety employees assist end-users with preventing needless dispatches. FARA also offer the additional benefits of training, networking, and a professional certification program specifically designed to improve the efficiency of municipalities as it concerns alarm users.

As you come in contact with officials from local municipalities, please urge them to join and participate in FARA by going to www.faraonline.org and reviewing the member benefits. As our industry continues to grow, it is our responsibility to help our public safety professionals by bringing them the benefits and knowledge available from FARA.

As always, TBFAA is here to help! If you would like more information on any TBFAA or FARA benefit, please feel free to contact me at president@tbfaa.org, and remember to make your reservations for the [2017 TBFAA Convention & Trade Show](#) coming up October 25th -27th at [La Torretta Resort](#) on Lake Conroe!

Legislative Watch

I wanted to let you guys know that Van Mayorga and myself have been appointed to the TBFAA Legislative Committee to give input on upcoming bills that we are watching because they could affect our industry.

Right now the bills we are currently reviewing are:

- [HB421](#) - Relating to an exemption from application of the Private Security Act for volunteer security services provided at a place of religious worship.
- [HB3115](#) - Relating to the regulation of certain professions under the Private Security Act.
- [HB1654](#) & SB1117 - Relating to the offense of failure to comply with an order from a fire marshal and the authority of certain county employees to issue citations for certain violations.
- [HB4248](#) & SB1626 - Relating to the authority of a state agency to impose continuing education requirements on an occupational license holder.

I'll do my best to get more opinions and details on these as we get closer to dealing with them. They are handled in order of their number.

Regards,

John C. Helweg, President



Membership Application

Houston Gulf Coast Alarm Association (HGCAA)

Please print or type:

Company Information

Company Name:					
Physical Address:					
City:		State:		Zip:	
Mailing Address:					
City:		State:		Zip:	
Phone:		Fax:			
Web Site:					
Date of application:		In Business Since (date):			
Burglar Alarm License #		Fire Alarm License #			
Has applicant previously been a member of HGCAA?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Number of Employees:		

Products and Services Offered

<input type="checkbox"/>	Access Control	<input type="checkbox"/>	Structured Wiring	<input type="checkbox"/>	Own a Central Station	<input type="checkbox"/>	Provide Contract Monitoring
<input type="checkbox"/>	Burglar Alarms	<input type="checkbox"/>	Home Automation	<input type="checkbox"/>	IQ Certified	<input type="checkbox"/>	Alarm Response
<input type="checkbox"/>	Fire Alarms	<input type="checkbox"/>	Audio & Video	<input type="checkbox"/>	UL Listed	<input type="checkbox"/>	Security Guards
<input type="checkbox"/>	CCTV	<input type="checkbox"/>	Telephone Systems	<input type="checkbox"/>	FRMC Approved	<input type="checkbox"/>	Central Vacuum
<input type="checkbox"/>	Other Products or Services						

Official Primary Voting Representative

Name		Title	
Email		Direct Phone or Extension	
Signature*			

Official Alternate Voting Representative

Name		Title	
Email		Direct Phone or Extension	
Signature*			

* By signing you certify that all information contained in this application is true and accurate and acknowledge that false information can result in the denial of acceptance of this application and agree to abide by and subscribe to the bylaws, code of ethics and antitrust statement of the HGCAA as well as support and participate in all the activities of the Association(s) to the best of your abilities.

* **Fax and e-mail authorization:** I hereby authorize HGCAA to send me pertinent documents via fax at the above listed number, and/or e-mail at the above listed address. I recognize that such documents include but are not limited to billing statements, registration forms, HGCAA member communications, and official letters. I understand that granting this permission is a necessary component of my membership.

Annual Dues Owed

Check One	Member Type	Amount
<input type="checkbox"/>	Regular Membership: Requires that members are licensed by the Texas Private Security Board and/or the State Board of Insurance Office of the Fire Marshall, and pay annual dues that are detailed herein. Full member benefits.	\$125
<input type="checkbox"/>	Associate Membership: Requires that members are manufacturers, suppliers, or distributors of products relating to security equipment or systems, and pay annual dues that are detailed herein. Full member benefits.	\$125

Please forward application with check or money order (made out to HGCAA) to:

HGCAA
 P.O. Box 19484
 Houston, TX 77224
membership@hgcaa.org

www.HGCAA.org

HIKVISION

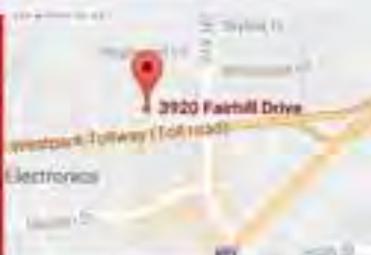
Hikvision Counter Day

Tuesday May 9th 2017
10:30am - 2:00pm

Lunch will be provided.



Where:
Automated Outlet -
3920 Fairhill Drive
Houston, TX 77063
(713) 284-3188



CLICK MAP

- > IP Video solution for Small/Medium projects
- > HD over coax solution for renovation of existing analog system
- > Hikvision Pro Series Analytics Package

Click Here to RSVP

For further information please call or email Manuel Vallejo
(713) 819-0669
Manuel.vallejo@hikvision.com



An overhead view of a business meeting around a white table. Several people in business attire are seated around the table, looking at documents and using mobile devices. A laptop is open on the right side of the table, and a folder is visible in the foreground. The scene is brightly lit, suggesting an office environment.

The Benefits of OSHA Compliance

Provided by: Consolidated

With all the possible OSHA violations and potential fines, ensuring OSHA compliance within your company can seem like a daunting task—but it doesn't have to feel that way.

Start with Recordkeeping

Do you have an employee who is responsible for recording all cases of injury or illness? If you don't, this is a good place to start on your road to OSHA compliance.

Generally, human resources departments are responsible for OSHA compliance, but sometimes this is the safety manager's responsibility—every company is different. Either way, someone should be responsible for OSHA compliance, as keeping up with new and changing safety regulations can help you avoid accidents and complaints.

Benefits of OSHA Compliance

Complying with OSHA standards can **reduce your workers' compensation costs** by helping you eliminate unsafe

workplace conditions and making your company a safer place to work.

Compliance also means you are more likely to **avoid inspections** from an OSHA compliance officer. OSHA regulations state that OSHA can inspect your workplace without notice. But businesses with complaints filed against them have a higher chance of inspection, so your chances are greatly diminished if you're complaint-free.

In the same vein, OSHA compliance can help you **avoid costly fines**, since you have inspected your workplace and corrected any violations or unsafe conditions. If your workplace is compliant, you are less likely to receive complaints, inspections and any subsequent fines.

Tools You Can Use to Be Ready for OSHA

You should always be ready for OSHA inspections, and tools like an online OSHA log can help you be prepared.

Tracking injuries and incidents in an online OSHA log keeps all the

OSHA compliance can help you reduce your workers' compensation costs, avoid inspections and eliminate costly fines. It also makes your workplace safer for your employees.

The Benefits of OSHA Compliance

information you need in one place, and can easily be printed to share with employees or any OSHA inspectors who visit.

Plus, by storing all your incident information in an online log, you can easily analyze it to spot trends, benchmark against national data, and isolate potential problem areas based on division, time period or injury type.

Compliance is the Key

Consolidated has the tools you need to save time, work more efficiently and keep your workplace compliant with OSHA standards. Contact us today at (410) 356-9500. We want your workplace to be as safe as you do.

Consolidated
11403 Cronridge Drive, Suite
270
Owings Mill, MD 21117

P | (410) 356-9500
F | 410-363-3520

www.consolidatedinsurance.co

™



Monitoring... Texas Style!

Alarms - Video - Rescue

Cloud Storage - Guard Tours

Texan Owned - Texas Based

Texas Proud!

sales@dispatchcenter.net

866-491-3400

"The Right Size to be Friendly!"



DISPATCH CENTER LTD

dispatchcenter.net

B08709

ACR-2247

How to avoid hiring bad managers

Ineffective managers can drive productivity down and turnover up. Here are three ways to make sure the right people get hired or promoted.

Several years ago, the catchphrase "people don't leave companies, they leave bosses," began to circulate.

There is merit to it if we look at survey results.

In a 2015 [Gallup poll](#) of 7,272 adults, 50% of respondents said that they left their companies because of their bosses. Aware of this, human resource departments conduct exit interviews when employees leave, and many HR units keep a tally of employee resignations by manager so they can see where the potential management trouble spots are in their organizations.

Unfortunately, many companies don't do much about it.

Sometimes the managers quit on by the most employees have endeared themselves to the organization as high level technical performers who have been promoted, but who lack people and management skills. Other times, especially in small companies, the culprits are the founder-owners of the business themselves, and there's not much you can do. In still other cases, companies (and their HR departments) lack the time and resources to tackle attrition and problems with managers.

Just what should be done?

The most obvious step is to develop managers within the organization who have the ability to not only run projects and departments, but to create a winning culture in their work teams.

These people tend to lead by example, to create open and clear communications, to work collaboratively and not as autocratic leaders, to be approachable, and to generate a sense of purpose in their staffs. Talents like these aren't always easy to find, corroborated by the same Gallup poll mentioned above, which revealed that only three out of 10 bosses have the natural or coachable talent to become great at managing [people](#).

To improve the odds of finding strong management talent, companies can vet candidates for management positions for their ability to lead and to manage, as well as for their expertise in the departments that they are being asked to lead. If companies can't find suitable management talent internally, they should get it from the outside—even if there is initial resentment from someone who might be passed over.

A second step is to understand (and make sure that your managers understand) what it is that employees value most from their managers.

In a [survey of 500 employees](#) conducted by Korn/Ferry scholar in residence Terry Bacon for his book, [What People Want](#), Bacon concludes that employees want managers who are honest, fair, trustworthy dependable, genuine, participative, responsive and collaborative. On the flip side, employees are less concerned if managers are friendly or chatty.

One way companies can improve management's awareness of what is important to employees is to have HR conduct internal employee surveys to see what is meaningful for employees in their work environments, in how they do their work and in the work direction that they are getting from their managers. These surveys should be conducted with assurance of anonymity so that employees feel comfortable completing them. To help reassure employees that their answers are confidential, some HR

departments elect to use independent outside consultants to conduct the surveys.

Another step that HR departments can take is to perform analytics on what departing employees tell them during their exit interviews. In most cases, HR does ask departing employees questions about the work environment, about their managers and the work direction they received, etc., but all too often this information remains in files and is forgotten. Especially if a company has a serious employee retention problem, it is important for HR to enter the data from these reports into an analytics software that can probe the information and assist in coming up with actionable recommendations.

A third step is to develop metrics that help to reveal where there are disconnects between managers and staffs in the organization.

One way to do this is by looking at company attrition. If there is a standout department where attrition is inordinately high, this could point to a manager who isn't connecting well with his or her staff. Departments with troubled management also tend to show reduced rates of productivity (e.g., a finance department with a troubled manager-staff relationship might begin to take four days instead of two to perform the month-end close).

When I was a senior executive at a bank, we looked at attrition rates across the organization and found that turnover was over 50% in the teller lines at our branches. We initially identified the problem to our compensation package, which was less than what our local competitors were offering, so we fixed that. However, the higher attrition rates continued to occur. When we looked at the situation more closely, we realized that we had managers in the field who stayed in their offices and gave little direction to staff members.

We eventually replaced these managers with individuals who were more collaborative, and also superior communicators. We succeeded in reducing the attrition rate.

It is not always easy to understand why some departments underperform and others don't—but how managers manage is a definite factor.

"To avoid losing your best and brightest, I suggest a strategy that is aligned with a culture of recognizing employees as far more than interchangeable functionaries," said Dr. Steven M Cohen in [Psychology Today](#).

Well said.

Now it's time for companies and managers to get to work.

SOURCE: TechRepublic - <http://www.techrepublic.com/article/how-to-avoid-hiring-bad-managers/>

By Mary Shacklett, February 13, 2017

Sure. Most accountants know...



But not...



Reitman Consulting knows both.

Does your tax professional really understand your business?
Do you have information that helps you to run your company and compete?
Has your tax pro even called you to do year end planning?

Our **only** clients are Security and Systems Integration firms just like yours. We know the ins and outs of the profession and what it takes to succeed, not just survive.

We prepared hundreds of tax returns for firms just like yours last year -- large and small.

We stay involved and communicate with you year round, not just at tax time. We are at your association meetings and conventions. We know who you are and what you do.

This year, why not get real value from your tax professional.
Call 817-698-9999.
Let's get started!

Our firm was originally founded as S.I.C. Consulting in 2001. We are a brick and mortar consulting group with associates who know your business and have the experience and resources to assist you.

Reitman Consulting Group began with a pencil and knowledge of the security and systems integration industry. Although founder



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

We're ready to go. Are you?



Reitman Consulting Group, Inc.

Tax Consulting • Brokerage • Valuation

540B Woodway Drive
Fort Worth, TX 76133

817-698-9999 www.reitman.us

We're here to help with Federal, State and Local Tax Preparation. Call us today.

NOTE: I'm aware that this article discusses a Plumbing business, however the info is just as applicable to any small business.

Ask The Experts

Question:

I'm relatively new to owning my own plumbing business. I'd like to grow over time and build something that I might sell one day. What's the best way to achieve that?

Answer:

There's a big difference between being self-employed and owning a business that has value apart from your direct involvement. One is not superior to the other, but they are very different creatures.

When a plumber retires, he may be able to sell his tools and equipment. But if he's a solo plumber, it is doubtful an outsider would pay anything for the business.

However, things might be different if that plumber had hired another plumber. Then a second. And if he spent time developing a set of best practices or policies and procedures that each plumber followed so that the plumbing company's customers all had a similar experience. Maybe employees wear smart looking uniforms or customers all receive thank you calls after each appointment, or maintenance contracts are offered to top-shelf customers.

After years of growth and refinement, the plumber finds that he spends zero time in the field doing plumbing and concentrates, instead, on making sure his staff is delivering the best plumbing service customers can experience in his marketplace.

When the plumber decides it's time to sell, he owns a company with a recognized name and standard of excellence within the community that is not dependent on him showing up on any particular plumbing job. In fact, he finds he can take [weeks of vacation off](#), and customers had no idea he was out of town.

Then.....This guy has something to sell. Something of value. He built a real business.

This scenario isn't specific to just plumbing. It could be web design, carpet cleaning, auto detailing, graphic design, bookkeeping, cleaning services, lawn care, handyman services, any number of business types.....even business brokerage.

Delegation is an absolute necessity for any business to grow. Do what you do best. Hire and delegate the rest.

Duplicate yourself. This step begins the differentiation between owning your job and owning a business. It's when you clone you. In our plumbing example, it's when the plumber hires another plumber. At first, it is simply for assistance. Eventually, other plumbers are doing all the plumbing. This is where the old motto applies, "spend less time IN your business and more time ON your business."

Multiply your markets. Or at least your market share. There are only so many stopped up toilets one plumber can fix in a day. But if you can add plumbers , you can increase the capacity of your business to serve more customers. You can increase the number of households you serve in your local community....or in additional communities.

You no doubt realize this is a high level, very simplified view of how to build a business. There are myriad details, and success is anything but guaranteed. To increase your odds it may be wise to surround yourself with trusted advisors of every stripe to help you along the way.

Few will join you on your entrepreneurial journey and many will try to talk you out of it. But if your heart longs to create something of lasting value, set your sights high and get ready for a long haul. Above all, enjoy the ride.

SOURCE: Certified Business Brokers, April 2017
Newsletter - <http://myemail.constantcontact.com/The-Business-Transfer-Newsletter---April-2017.html?soid=1102887337825&aid=jwuS4LdjlU0>

Professional Guard and Patrol, Inc.



ROBERT LATTEA

Vice President of Operations

www.pgpinc.net

425 Aldine Bender Rd., Suite E
Houston, Tx 77060
(24 Hour Dispatch)

Phone: 281.448.4900
Fax: 281.448.2191
Toll Free: 1-877.448.4904
Email: rlattea@pgpinc.net

SERVICES

- * Random Patrol
- * Unarmed Guards
- * Alarm Response
- * Fully Licensed
- * Dedicated Patrols
- * Armed Guards
- * State Certified
- * Fully Insured

281.448.4900

License No. B19349

CYBER RISKS & LIABILITIES

Defining, Identifying and Limiting Cyber Crime

A vast amount of information is now stored on computer servers and databases, and it's growing every day. Because that information has great value, hackers are constantly looking for ways to steal or destroy it.

Cyber crime is one of the fastest growing areas of criminal activity. It can be defined as any crime where:

- A computer is the target of the crime
- A computer is used to commit a crime
- Evidence is stored primarily on a computer, in digital format

Types of Computer Intrusions

Computer intrusions can come from an internal source, such as a disgruntled employee with an intimate knowledge of the computer systems, or an external source, such as a hacker looking to steal or destroy a company's intangible assets. Hackers use a variety of ways to steal or destroy your data:

- **Viruses** - A virus is a small piece of software that attaches itself to a program that is currently on your computer. From there, it can attach itself to other programs and can manipulate data. Viruses can quickly spread from computer to computer, wreaking havoc the entire way. In the late 1990s, email viruses became a popular method for hackers to infect computers. These viruses were triggered when a person downloaded an infected document. When the document was opened, the virus would send that document to the first few recipients in the person's email address book. Some email viruses were so powerful that many companies were forced to shut down their email servers until the virus was removed.
- **Worms** - A worm is a computer program that can copy itself from machine to machine, using a machine's processing time and a network's bandwidth to completely bog down a system. Worms often exploit a security hole in some software or operating system, spreading very quickly and doing a lot of damage to a business.
- **Trojan horses** - Common in email attachments, Trojans hide in otherwise harmless programs on a computer and, much like the Greek story, release themselves when you're not expecting it. Trojans differ from viruses in that they must be introduced to the system by a user. A user can knowingly or unknowingly run an .exe file that will let a Trojan into the system.
- **Spyware** - Spyware can be installed on a computer without the user ever knowing it, usually from downloading a file from an untrusted source. Spyware can be used by hackers to track browsing habits or, more importantly, collect personal information such as credit card numbers.
- **Logic bombs** - Logic bombs are pieces of code that are set to trigger upon the happening of an event. For example, a logic bomb could be set to delete all the contents on a computer's hard drive on a specific date. There are many examples of disgruntled employees creating logic bombs within their employer's computer system. Needless to say, logic bombs can cause serious damage to a company's digital assets.
- **Denial of Service (DoS) and Distributed Denial of Service (DDoS) Attacks** - DoS and DDoS attacks are used to send an overwhelming amount of data to a target server, rendering that server useless. A hacker does this by gaining control of several



CYBER RISKS & LIABILITIES

computers and then sending a large amount of data to a target server that can't possibly handle it. The result could be thousands or millions of dollars in lost sales for an online retailer and a complete loss of productivity for many businesses.

and/or damages. Contact Consolidated today. We have the tools necessary to ensure that you have the proper coverage to protect your company against losses from computer intrusions.

Limiting Intrusions

A computer intrusion could put your valuable digital assets at risk. That's why your company should have the following measures in place to limit computer intrusions and protect your assets:

- **Firewalls** - Firewalls are pieces of software that control the incoming and outgoing network traffic on a computer system and decide whether it should be allowed through. Most computer operating systems now come with a preinstalled firewall for security. While they are not the be-all, end-all of preventing intrusions, they are a reliable start.
- **Routers** - Routers are pieces of hardware that keep unwanted traffic out of a computer system. They differ from firewalls in that they are stand-alone devices that must be bought separately—they are not included in an operating system.
- **Anti-virus programs** - As their name implies, anti-virus programs are designed to catch and eliminate or quarantine viruses before they can harm a computer system. Anti-virus programs run in the background to ensure your computer is protected at all times. While they are updated frequently, they may not catch the newest viruses that are floating around.
- **Policies** - Every company, no matter its size, should have policies in place to educate employees on the dangers of computer intrusions and ways to prevent them. Make sure your employees know not to open, click on or download anything inside emails from untrusted sources. Employees with an intimate knowledge of the company's computer network should also be alerted of the potential consequences of hacking into the system.

Review Your Risks and Coverage Options

A computer intrusion could cripple your company, costing you thousands or millions of dollars in lost sales

Alarm Installation & Monitoring Companies:

You keep an eye out for your customers, but ...

Who is looking out for YOU?



For nearly half a century, we've been creating customized programs designed to specifically meet the unique needs of our clients! You won't have to spend your time educating us about what you do ... and that allows you to focus on growing your business. Our dedicated team of electronic security industry insurance professionals can help you get the solid coverage you need at the most competitive rates available.

At El Dorado Insurance Agency, Inc., we're watching out for you. Get in touch today!

- Best's Rated A Insurance Carriers
- Prompt Quotes Provided
- Timely Insurance Filings
- Includes Coverage for Errors & Omissions, Personal Injury, Products & Completed Operations, Blanket Additional Insureds, Care, Custody & Control, Independent Contractors and Much More



EL DORADO
INSURANCE AGENCY, INC.

Visit www.eldoradoinsurance.com
or contact us at 800.221.3386
or specialist@eldoradoinsurance.com

5 leadership mistakes to stop making now

By reading this article, you have already avoided the first mistake: thinking you are done learning how to be a good leader. Though it may seem that people never change and management principles all boil down to the same few tenets, good leaders know that to continue to motivate and inspire requires a commitment to sharpen and expand the tools in their toolbox.

He, she, they

Integrity, honesty and transparency get bandied about quite frequently when discussing the qualities of good leaders. The problem is when we mistake talking to staff about their peers, engaging in gossip or otherwise using the words "he," "she" or "they" under the guise of being open.

It is important to keep the lines of communication open and maintain trust via transparency, but discussing a co-worker's weaknesses, plans that affect other team members without them present or otherwise commiserating with a subordinate to build trust will eventually backfire. When talking about someone, make sure that person is in the room, or risk setting the example that such behavior is condoned.

Set them free

Leaders are frequently quoted as saying they want people smarter than they are on their teams. That is all well and good, but to keep people smarter than we are on our teams we need to support them in their growth — even if that means they leave our team.

Leading a team of experts can present its own challenges, the primary of which is smart people will quickly realize if they are being held back. Support them on their path, wherever it may be and realize that the more talented individuals who blossom under your wing, the more who will want to join your team.

Friends, no benefits

Each generation that enters the workforce pushes the envelope of what is an acceptable office relationship further and further. What used to be a formal dinner with the team around the holidays has transformed to ordering in dinner, working late and heading out for beers on any given Tuesday.

While there can be plenty of benefits to deepening the bonds between and among team members, as a leader it is important to maintain perspective, professionalism and objectivity. It will help keep clear the lines between things you should know and do and those you wish you didn't.

Show, not tell

The best leaders almost seem fearless. They embrace accountability and high standards and show it via their actions. It is almost unnecessary for them to tell us what they have done for us lately because we are experiencing the results.

Similarly, when giving feedback, mentoring, coaching or providing any kind of guidance, strong leaders tend to show us what can be accomplished with real examples and inspire us with stories. They also tend to ask us questions to help us think our way through the situation on our own, increasing both our understanding and buy-in to the solution.

The bottom line is, strong leaders find a way to illustrate or illuminate the path for us, inspire and support us on our journey and celebrate all our wins — even if that means we have outgrown them.

SOURCE: MultiBriefs - <http://exclusive.multibriefs.com/content/5-leadership-mistakes-to-stop-making-now/business-management-services-risk-management>

By Catherine Iste, January 31, 2017



Join us at Minute Maid Park in the Union Station Lobby for a day of training, networking, demonstration and fun at the game!

Registration Opens: **11:30AM**

Training Classes: **12:00PM – 3:00PM**

Expo Opens: **3:00PM – 6:30PM**

Dinner & Game: **6:30PM – Until Game Ends**

Registration Link:

<http://lp.anixter.com/houstonst17>

Space is limited. To guarantee a ticket for the game, you must pre-register online. Attendance at the expo is mandatory in order to receive your ticket. Tickets may be available on-site, if registration is not done prior to the event, but we cannot guarantee availability. Please note, this event is strictly for security industry professionals. All guests must be 18 years of age.

Wednesday
June 28, 2017

11:30AM - UNTIL GAME ENDS

Minute Maid Park
501 Crawford St.
Houston, TX

If you work for the government, please determine whether your agency's policies permit you to attend this training session. Visit anixter.com/government/policies for more details and prohibitions on training, eligibility for industry associations' continuing education credits (e.g., BICSI CEUs), prizes, food or beverages.

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](#).

[Alarm ordinance](#) - Montgomery County are actively ticketing homeowners that don't have alarm permits.

A Word from the Editor Vacant

So far the feedback I've received about our newsletter has been very positive. Thank you for your support and kind words. Doing something new is always a risk, but I find it to be rewarding.

I still haven't heard from any of you guys about articles or things that you would like addressed in this newsletter so it's always a SWAG as to what you may want. Please take a minute to reach out to me. I'd love to hear from you.

It would be a huge help to me if you guys would [email me relevant technical updates or articles](#) from manufactures that you use so we can have a diverse newsletter.

On another note I'd like to request some thoughts and prayers for my Dad. How he keeps it together each day and keeps a positive outlook, I will never know. He's having to make end of life decisions and preparations for my step-mom. Alzheimer's sux! My heart goes out to any of you that have to deal with that dreadful disease.

Regards,

John C. Helweg, Ad-Interim Editor

PLEASE SUPPORT OUR ASSOCIATE MEMBERS

ADI - Pinemont	ADI - North
Amanda Jackson 7425 Pinemont Dr #100 Houston, TX 77040 713-861-9418 www.adiglobal.us	335 Pennbright Dr #110 Houston, TX 77090 281-872-4330 www.adiglobal.us
AlarMax	Automated Outlet
350 W 38th Street Houston, TX 77018 713-742-0748 www.alarmax.com	3920 Fairhill Dr Houston, TX 77063 713-535-9199 www.automatedoutlet.com
Bass Computers	El Dorado Insurance Agency
10558 Bissonnet St Houston, TX 77099 281-776-6700 www.basscomputers.com	3673 Westcenter Dr Houston, TX 77042 800-221-3386 www.eldoradoinsurance.com
GDS Design Group	Professional Guard & Patrol
5005 Mitchelldale St, #116 Houston, TX 77092 713-524-8270 www.gdsdesigngroup.com	425 Aldine Bender Rd Houston, TX 77060 281-448-4900 www.pgpinc.net

PLEASE SUPPORT OUR ASSOCIATE MEMBERS

Reitman Consulting Group

5408 Woodway Dr
Fort Worth, TX 76133
817-698-9999
www.reitman.us

Security Professionals of Texas

11250 Charles Rd
Houston, TX 77041
281-970-7768
www.secprotx.com

Tri-Ed - Pinemont

7201 Pinemont Dr
Houston, TX 77040
713-686-7111
www.tri-ed.com

Tri-Ed - North

1646 Rankin Rd
Houston, TX 77032
281-931-6460
www.tri-ed.com

HOUSTON GULF COAST ALARM ASSOCIATION
PO Box 19484
Houston, TX 77224-9484

Comments, questions, change of address or material for inclusion in this publication should be directed to the [Editor](#). Other associations wishing to use material from the “Communicator” are welcome to do so as long as proper credit is given to the author and publication.