

# THE COMMUNICATOR

Publication of The Connecticut Burglar and Fire Alarm Association  
51 Littlebrook Road, Wilton, CT 06897

VOL. III

NO. 6

JUNE 1983

## New Newsletter Name "THE COMMUNICATOR"

Our once fledgling industry is feeling its growing pains. New products and methods of surveillance are rapidly being unwrapped. Giant intruders sit on our borders. Unscrupulous elements suggest the need for state licensing.

There are many ideas and challenges to be investigated, discussed, and shared among all of us. This requires communication . . . the giving or exchanging of information to keep us alive . . . to keep us strong.

Communications is the thread of our industry. It ties us together, whether installer, repairer, relayer, enforcement official, association, or journal.

Because we are today more than watchmen, we felt our newsletter should have an active name that more appropriately represents the present and future roles of our industry. A name that underlines the philosophy that will keep us healthy and growing. A name that reflects what a newsletter should be all about. Hence **The Communicator**.

*Your Editor.*

### ORVIS AND PIEDL ELECTED TO NEAAC HALL OF FAME

At the Fifth Annual Convention of the New England Alarm Association Council at Sturbridge in May, CBFAA President Pete Orvis was elected into the newly established NEAAC Hall of Fame. Mr. Orvis is President of P. W. Orvis & Associates in Wilton. He is also a member of the Executive Committee of the Na-

tional Burglar and Fire Alarm Association and Chairman of its Council of Chapter Presidents which represents thirty chapters and fifteen hundred alarm companies across the United States.

Another fellow statesman elected was Ray Piedl of Detection Systems, Inc. Ray lives in Brooklyn, Connecticut.

Eight other people were similarly honored: Dave Armstrong — Ademco; Dave Bradshaw — Wells Fargo; Paul Carroll — Sentinel Alarm; Bob Cline — Warehouse On Wheels; Norm Minka — Securitronics; Jim Nortz — Nesca Ltd.; Bill Pope — Pope Security; Gene Swier — Life Safety Systems.

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# All the control panels you'll ever need for hard-wired, wireless, and mixed systems.

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That usually means that as you  
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And internal wiring.

And bits and pieces.

But not with the new Aritech  
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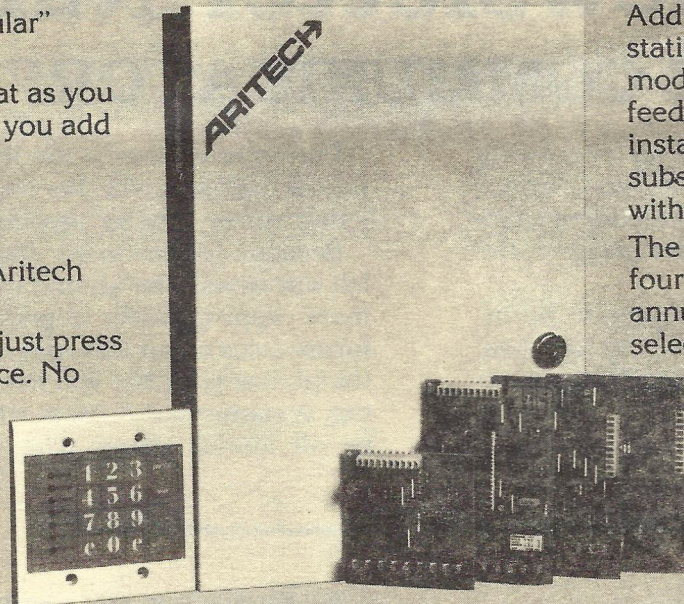
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The same remote provides a  
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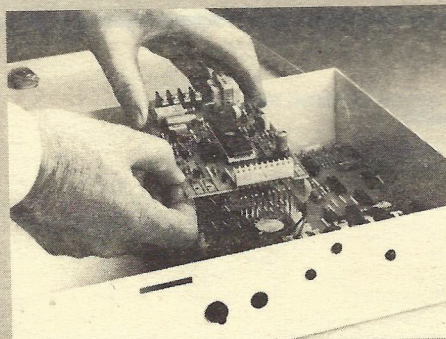
You might not need any  
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Associate Member: Connecticut Police Chiefs Association  
Official Member: National Fire Protection Association*

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**CBFAA WELCOMES  
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# MARK IT ✓ ON YOUR CALENDAR

## CBFAA MEETING

### JUNE 30

**Presented By Ademco**

### "SOFTWARE FOR THE 80'S"

How Software can help you sell hardware!  
How to use Software most effectively!  
Software special for alarm associations!

These topics will be explored in depth, with  
two films and a question and answer period

by

**PATRICIA KOBY**

Ademco Marketing Representative

and

**KEN DISTLER**

Program Developer  
TV Producer/Director

The Park Plaza      Trianon Room      7:30 PM  
155 Temple Street      New Haven      772-1700

**July 20, 1983. CPCA Annual Meeting and  
Outing.** Bethel, Connecticut.

**August 29-31, 1983. ISC Expo.** New York Col-  
iseum.

**September 11-14, 1983. Annual Conference of  
the New England Association of Chiefs of  
Police (NEACP).** Chief Clarence Drumm of East  
Hartford will be sworn in as President.





# PETE'S BEAT

By Pete Orvis, P. W. Orvis & Associates

## “Need For State Licensing Law”

The alarm industry is in need of some help from the public sector concerning the licensing of companies offering security systems. While this is a nationwide concern, we in Connecticut are particularly interested in receiving some assistance from legislative and municipal offices.

Some months ago, a notorious alarm company representative was convicted of many counts of burglary and theft as a direct result of the lack of coordinated regulation of the individuals who provide private security systems and services. The security industry is ripe for penetration by many undesirables who can be in a strong position to violate the public trust.

Confused and punitive municipal ordinances do not address themselves to this problem and the present state electrical licensing law has no relationship to the nature of the issue. Therefore, present methods to regulate our industry members and practices in Connecticut are a farce.

The Connecticut Burglar and Fire Alarm Association has a Code of Ethics and some enforcement provisions in its bylaws to attempt to control objectionable elements and business practices. The impact of any action taken by this is hollow as it will not prevent the continuance of undesirable actions.

All CBFAA members must consider the type of legislation that is desired in order to establish and maintain our credibility, with both public and private sectors, as an industry of highest integrity and workmanship standards.

Association members are asked to gather their thoughts on the types of legislation that would be desirable and be prepared to discuss these matters over the summer. Legislative Chairman, Russ Frazer (Advanced Security, West Hartford), is receptive to all ideas and will be collating these to create a draft of desired legislation by early Fall.

Your participation is encouraged, along with those readers of the public sector who may wish to offer assistance.

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## UNDERWRITERS LABORATORY OFFERS RESIDENTIAL CERTIFICATE

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### Is It Worth It?

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Peter H. Tallman of Underwriters Laboratory (U.L.) addressed the CBFAA May meeting on the Residential Certificate that U.L. has established in answer to requests from both the alarm and insurance industries.

This certificate is separate from the U.L. Local Mercantile Certificate and is *not* transferrable. It is up to the installing alarm company to decide whether it's important to have a U.L. listed certificate when offering a home security system. It is basically an “intangeable marketing attraction,” explained Mr. Tallman.

A possible incentive would be insurance company rebates for home owners with U.L. certified alarm systems. However, most insurance companies already offer discounts of up to 15% for systems connected to central stations. How much higher could or would they go?

Some CBFAA members felt that if they have to pay another substantial fee over the \$500 they pay for their U.L. Local Mercantile Certificate, it may not be worth their while to do so. It was suggested that the Association write to U.L. and suggest that the fee be nominal and added to their U.L. Mercantile Certificate fee as a multiple user.

## NEACP LOOKING FOR OUTSTANDING OFFICER NOMINEES

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### Deadline is July 15

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Does your Police Department have an officer who deserves an award for an outstanding act of heroism or exceptional service during 1982? The New England Association of Chiefs of Police (NEACP) wants to know about it.

Each year the NEACP presents an award to the outstanding police officer in New England at its annual fall conference in Bretton Woods, New Hampshire. Chief A. Frank Calabrese of Middlebury is one of seven chiefs who will determine the award winner this year.

If you have a nominee, please send his name along with supporting material to Chief Calabrese at Middlebury Police Department, Middlebury, CT 06762. Deadline for nominations is July 15.



# PUBLIC RELATIONS BROCHURES AVAILABLE THROUGH CBFAA OFFICE

## Many Requests Being Filled

The brochure, "Considerations When Looking For A Burglar Alarm System," is now available imprinted with the CBFAA logo for 25¢ each. Hundreds of alarm companies use this consumer guide in their marketing and sales programs. It describes the basics of alarm protection services and how to choose a reputable alarm dealer. The brochure has been widely praised and used by law enforcement officials and the national press.

The second brochure, "True or False," is available for 10¢ each. It is a valuable invoice stuffer which serves as a subscriber reminder of false alarm prevention techniques.


Many orders are coming in. Get on the list by calling Pat Remes at the CBFAA office, 762-8429.

**Any advertiser who would like to sponsor a monthly meeting of the CBFAA and conduct an informational seminar on his product line may call the Association office at 762-8429.**

# NEWS FLASHES FROM OUR MAY MEETING


By Irv Shiffrin  
Land & Sea Security

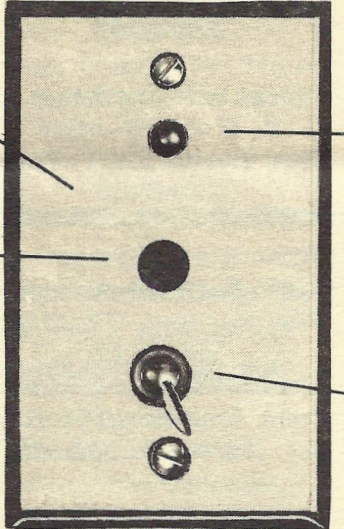
- Russ Fraser is going to gather some ideas regarding the possibility of a state license for companies and how to structure it.
- Cablevision of Connecticut has applied to the FCC rather than to the DPUC for jurisdiction on security.
- Horton Spitzer's calls to Cablevision regarding their proposed take over of Southern Connecticut have remained unanswered. He is turning this over to the Better Business Bureau.
- West Hartford still has not released its false alarm ordinance due to the registration requirement which falls under the Freedom of Information Act as public information.
- 200 flyers were sent out regarding the State Licensing Course. By the time we went to press, eight companies had responded with fourteen attendees.

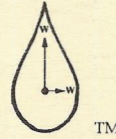


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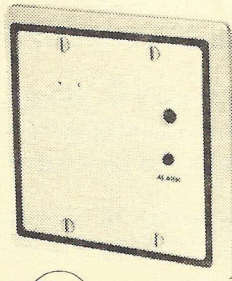
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## NBFAA CONTEST . . . A WINNER

According to Robert A. Bonifas, NBFAA Membership Committee Chairman, "everyone belonging to NBFAA was indeed a winner in (the) Membership Recruitment Contest, the Association's first membership campaign involving the efforts of all . . . members. Through the dedicated efforts and competitive spirit of members, I am proud to announce the largest membership increase in NBFAA history. We now have 100 new members."

Contest winners were recognized at the Awards Luncheon during NBFAA's 36th Annual Convention in California in March. Grand prize winners were Stanley Oppenheim (DGA Alarms Services, Inc.) and Richard Lewis (Gard Systems, Inc.).

## ROSTER UPDATE

### *The CBFAA Welcomes The Following As Applicant Members*

Contractor Products, Inc.  
(Formerly All Safe Lock & Alarm)  
1215 Thomaston Avenue  
Waterbury, CT 06704  
573-8370

Official Rep: Jim Murray  
Sponsor: AES Security Systems

Dee-Ann Alarms  
6 Whitney Street  
East Hartford, CT 06118  
289-6207

National Safe Northeast, Inc.  
21-C Culbro Drive  
West Hartford, CT 06017  
249-6203

O'Brien Alarm Systems, Inc.  
303 Burnside Avenue  
East Hartford, CT 06108  
289-0111

Official Rep: Richard S. O'Brien  
Alternate Rep: Kevin M. Kissane  
Sponsor: Advanced Security Corp.

Sound Installations  
66 Crystal Lake Road  
Stamford, CT 06905  
322-7949



# INSURANCE

By George L. Tanty, Avreco

## CLAIMS, PART II

Continuing our discussion on claims, we will now discuss small ones. By small, we refer to minor property damage usually occurring on the customer's premises during installation or service. Be aware of the deductible under your policy. If you are insured with Cal Union, it is \$500. If you broke a window or soiled a carpet, take steps to get it fixed.

The decision to do something should be solely yours, not your serviceman's. The reason for leaving the decision to "the boss" is because there are some pitfalls in settling your own claims. Generally, agreeing to fix something you broke is an admission of negligence. If the damage was limited to a broken window or a scratch on a piece of furniture, fine, but make sure that's all there is. Then get a release; your attorney can help you with wording.

I would suggest you get the work done rather than give the customer monies to fix it himself. If you have friends in the business, you can often get it done at cost. The important thing to remember is that time is of the essence. The longer the window stays broken, the more the customer will want in recompense. When in doubt as to whether you should resolve the claim yourself, check with your carrier.

Good will or public relations is the key here. Some alarm companies solve these small problems by throwing in a month or two of free monitoring. This doesn't cost you anything and your customer feels they got something for nothing.

*Next month: What to do on the big ones.*

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# CONNECTICUT WOMEN IN SECURITY

By Patricia Koby  
Ademco Sales Representative

Today more than half of all women between the ages of 18 and 64 are in the labor force making substantial contributions to the nation's economy. Studies show that nine out of ten females will work outside the home at some time in their lives. It is a safe assumption that our growing industry will attract capable young women looking for a challenging career.

Prospective female employees and their employers can find several excellent role models right here at home. Our industry is fortunate to have many dedicated women working in the State of Connecticut.

Linda Feinsilver is the Branch Manager of the Milford office of Alarm Warehouse. Although new to that company, Linda is no newcomer to the industry. Many know her through her association with Arrowhead Enterprises, Inc., where she was General Sales Assistant for the last three years. Linda's enthusiasm, technical expertise, and dedication to service make her a welcome addition to the industry in our state.

Cyndi Rist wears many hats for Associated Security in East Hartford. Along with her more "traditional" responsibilities of purchasing and inventory control, Cyndi also pre-wires all control panels and dispenses technical information to both her co-workers and customers. On top of this, Cyndi is attending the Technical Careers Institute in Windsor. This Connecticut businesswoman is proof that, with dedication and hard work, females can and do succeed in the field of electronics.

As Technical Aide for Arrowhead Enterprises, Inc. in New Milford, Linda Clarkson is a very busy woman in the security industry. In her four years with the company, she has attained prominence in the area of technical support and has been responsible for training much of her company's inside sales staff. In addition to working closely with her customer base solving field application or product questions, Linda's job function also entails correlating information for data sheets and installation instructions for all Arrowhead products.

There are many others deserving of mention. Maybe one works in your company. If you would like to see her featured, please contact Marianne Fisher at 259-7682. Or mail her the information at 102 Clapboard Hill Road, Westport, CT 06880.

*Editor's Note: Not to be overlooked as a contributing force to our industry is Patricia Koby herself, the first female member of the CBFAA Executive Committee.*



# HERE'S LOOKING AT



**Pat Shea Remes**  
CBFAA Administrative  
Assistant

In Pat's own words, she has run the gamut from fragrance to football to fire alarms . . . and all very successfully, we might add.

In what was to prove a very propitious move, Pat started at Avon Products in New York where she met David Remes, an Avon man.

Four years later, she joined National Football League Properties — a licensing, marketing, and publishing company owned by the NFL and its 28 teams. And did she have fun. During nine productive years, she moved through a variety of responsibilities. As Player Appearance Coordinator, Pat acted as liaison between clients and player or player's agent to arrange personal appearances, advertising commitment, and so forth. As Convention Meeting Coordinator, she arranged business meetings for approximately 200 clients at such dreamy locations as Bermuda, Boca Raton, the Arizona Biltmore, and the Greenbrier. She was also Super Bowl Committee Chairperson responsible for tickets, hotels, party arrangements for all NFL clients for seven Super Bowls.

Pat worked her way up to Assistant Licensing Manager, then happily gave it all up for her little girl, Alix, now two and a half.

A Wilton native for six years, Pat claims she is still updating a 1949 "contemporary" to look like a 1980's contemporary.

Her hobbies: "cooking, decorating, and finding the time to do the first two."

## NEWS FROM NEAAC

By David Janis,  
Advanced Security Corp.

The June meeting of the New England Alarm Association Council reported excellent results from the Sturbridge '83 Convention.

There were 71 booths. Over 1000 persons attended. Of these 550 were alarm dealers and 68 were members of the American Society for Industrial Security.

The numbers present from individual states were as follows:

Connecticut . . . . .	132
Maine . . . . .	18
Massachusetts . . . . .	300
New Hampshire . . . . .	28
Rhode Island . . . . .	33
Vermont . . . . .	11
Other States . . . . .	22

In every way, the weekend was deemed a huge success. Here's to Newport in 84!

## CBFAA JOINS CLECPA

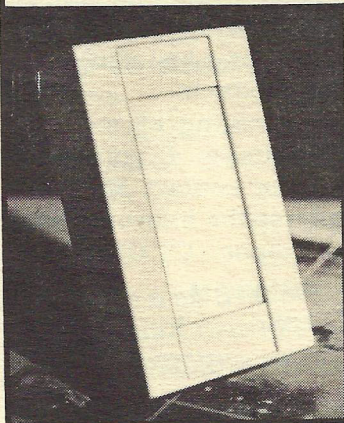
### Orvis To Address June Meeting

The Connecticut Burglar and Fire Alarm Association has become an Associate Member of the Connecticut Law Enforcement Crime Prevention Association.

Some of the purposes of this organization are to develop and disseminate crime prevention techniques, to facilitate the coordination of public crime prevention programs, and to support the enactment of legislation conducive to other levels of crime prevention efforts.

Our CBFAA President, Pete Orvis, has been invited to be the organization's June guest speaker discussing, of course, residential alarms.


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# HOW TO PREVENT BURGLARS FROM OBTAINING UNAUTHORIZED CODES

The following article has been reprinted through the courtesy of the New York Burglar and Fire Alarm Association.

"...A growing security problem [has been] caused by unauthorized persons calling subscribers and asking for their codes. Since the caller would say, "This is Central. What is your code?", the subscribers would answer without thinking. Then the caller would have the correct code to give during a telephone check-back after the alarms signaled an intrusion. Since the code was given, there would be no police dispatch."

(Mr. Robert Leto of Citisafe Alarms, Inc., came up with this suggestion).

"...The central station [should] also have a code that must be given to the subscriber whenever the subscriber is called.

For example, if the dispatcher calls the subscriber and asks a question, the subscriber will wait until the code word from the central station has been given before any questions are answered. If the correct code is not given to the subscriber, the subscriber [would not] answer any questions."



"Here's a low cost model you can install yourself with no knowledge of wiring."

**Laughs courtesy of Clark Mulford of Residential Security Systems, Westport, and CBFAA Regional Vice President**

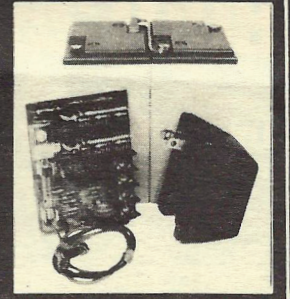
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Battery Interrupt Current (fuse)	5 amps	3 amps
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Battery A.H. Rating	4.0	2.5

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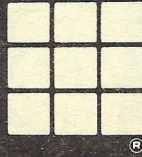
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## NEW PRODUCTS

"The Communicator" inaugurates a new column this issue in which we offer free space to advertisers to release new product information. This cannot be used for existing lines. The Editor reserves the right to edit for space and content.

### Amcest Announces Longer-Long Range Radio

Amcest, the first company to pioneer digital monitoring on a national scale, has announced plans to once again lead the industry into a new frontier. The Amcest Radio Division has developed a computerized radio relay station, designed to be compatible with Pro-Com transmitters, which will enable Amcest to provide radio alarm monitoring on a national scale.

This new network, which is termed "Longer-Long Range Radio," has been made possible by the latest technologies in electronic data transfer. This new method of transferring data has been proven to be more reliable and cost effective than dedicated phone lines, thus making it possible for Amcest to provide radio monitoring throughout the entire country.

Amcest plans include blanketing the entire United States, thus opening new markets for radio monitoring that otherwise would not have been possible in the near future.

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## CLASSIFIED

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**Classified Advertising Rates in The Communicator are \$1 per line for members and a \$30 minimum for non-members. Please send copy to The Communicator, Marianne Fisher, 102 Clapboard Hill Road, Westport, CT 06880. If you prefer to phone, call 259-7682.**

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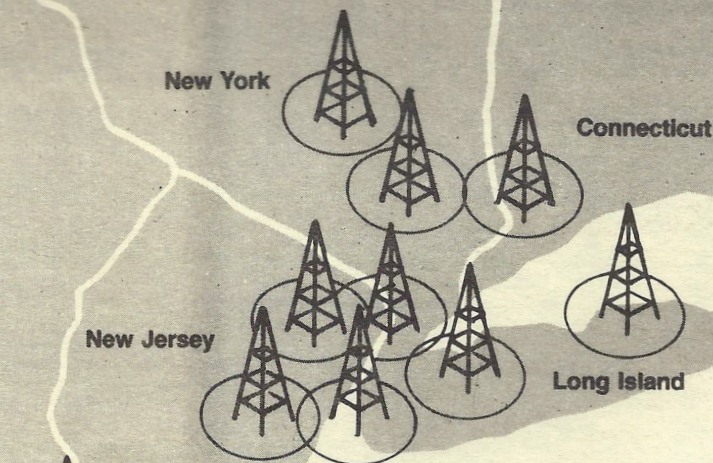
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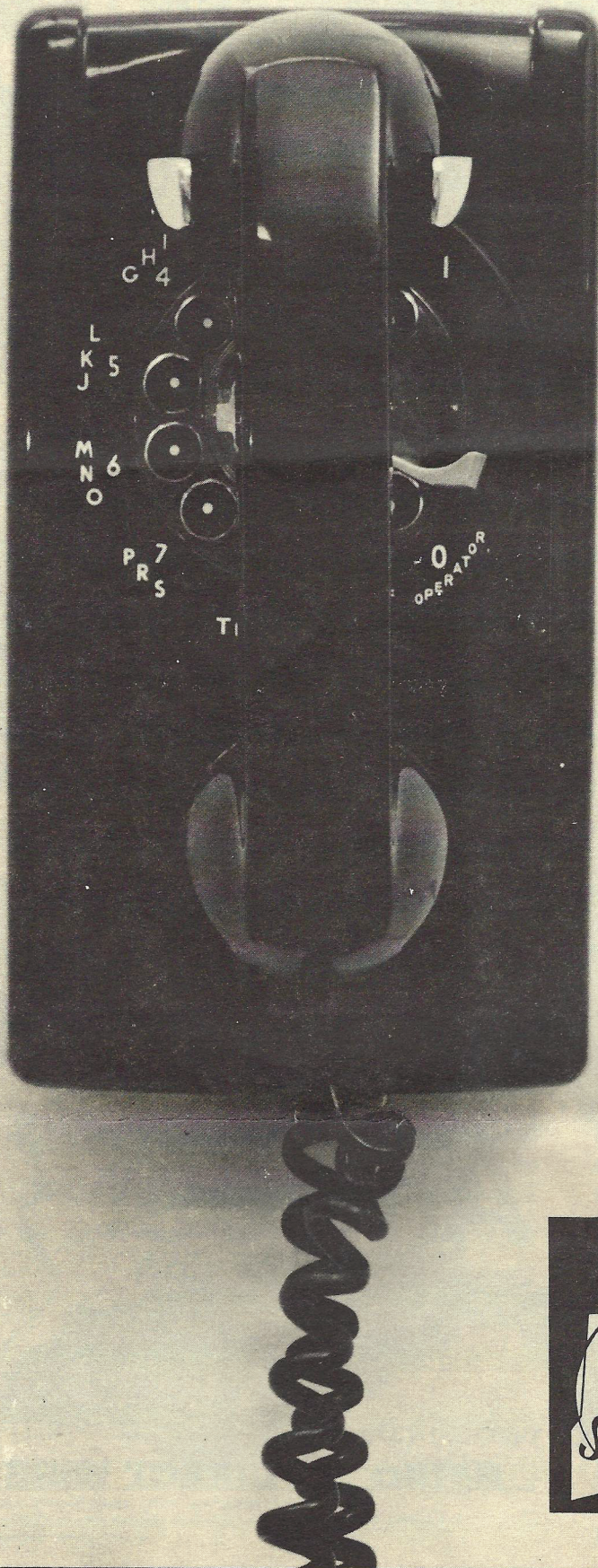


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