

# THE MIRROR

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*GLASAA President Dave Michel welcomed Claudette Michel, Brian Fullhart, Dennis White, Danielle Hurst, Jeanne and Bob Michel, Bert Ross, Ed Michel and Debbie Padilla aboard the Marine del Rey harbor cruise with THE MIRROR.*



*EBAA President Tim Westphal (left) and Mike Salk of Reed Brothers (right) presented 2012 CAA Youth Scholarship Winner Doniko King with his award at the EBAA Police and Fire Appreciation night at the A's attended by his father Tommi Kingi of the Vacaville Police Department.*

*Arizona Governor Jan Brewer signed statewide licensing bill HB-2748 with Michael Stull - Cox Communications, Meghean Dugar - Association Lobbyist, Susan Brenton - AzAA Executive Director, bill sponsor Representative Amanda Reeve, Mike Bradley - Safeguard Security, Maria Malice - COPS Monitoring, Kevin Campbell - FDC, John Jennings - Safeguard Security, Tom Eggebrecht - Bonds Alarm, and Paul Brooke - Titan Alarm.*



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## Errors and Omissions Insurance – The Why and What

By Richard Poling CPCU, ARM, ARE Program Manager, Security America RRG

Like all businesses, alarm and other security companies need specifically tailored types of insurance. One of the most misunderstood, yet most critical, is errors and omissions insurance (E&O).

Also called “professional liability” or “malpractice,” E&O insurance is needed

by any person or organization that may be seen to provide professional services which includes typically a component of consultation or design. A business is also seen to be providing professional services if there is a requirement on that business to be licensed, or if the profession requires substantial knowledge or education beyond the ordinary person. In other words, almost all aspects of security design, sales, installation, integration and monitoring can be considered professional services.

E&O coverage protects against claims or lawsuits for mistakes or omissions that result in financial losses to a client or third party. The insurance is not the same as general liability insurance which protects against bodily injury and property damage as a result of an accident --- but it is complementary to and should be combined with general liability insurance. The preferred method of combination is when both the general liability and E&O are written by the same carrier and

provided on the same “occurrence” trigger basis. Many insurers offer inferior claims-made E&O coverage which provides only limited time to make a claim.

Unfortunately, financial losses to a client or a third party as a result of an alleged mistake or error can be unlimited.

The judgment can far exceed the value of actual replacement cost of property or medical expenses incurred by claimants under general liability. A loss of current and future profits, goodwill, loss of value to something intangible (like a businesses’ reputation) are difficult to measure, and E&O losses tend to involve these type of subjects. Additionally, attorney’s fees to defend an E&O claim are typically far greater than those incurred in property damage or most bodily injury claims.

Security America RRG provides broad occurrence based E&O protection in conjunction with a tailored general liability insurance program to members of the ESA. The program is quite competitive, and we encourage

you to obtain a quote. For additional information or to request a quote, please visit our website at [www.securityamericarrg.com](http://www.securityamericarrg.com) or call 1-866-315-3838 to speak with a representative.

**Also called “professional liability” or “malpractice,” E&O insurance is needed by any person or organization that may be seen to provide professional services which includes typically a component of consultation or design....**

**In other words, almost all aspects of security design, sales, installation, integration and monitoring can be considered professional services.**



## ASSOCIATES CORNER

# The Power of Networking

By Harvey Eisenstadt

Successful salespeople identify with the power of networking and the important role it plays in furthering their career. They begin by recognizing that leads are the lifeline of any business and without leads there are no opportunities for growth. Although leads are generated through a variety of marketing activities including cold calling, online marketing and advertising, networking can be the resource for the most effective and valuable source of leads. Networking immediately places the salesperson face to face with the prospect, beginning the critical step of developing a relationship. Successful salespeople thrive at networking events. Networking is where you develop contacts and exchange information. Networking should be a routine part of your sales strategy not just something you turn to when sales are slow.

Networking events are usually populated by individuals who have the extraordinary skill of making contacts and developing strong relationships with everyone at the event. These are the individuals who not only rep-

resent an opportunity for you but also are a source of recommendations for your product or service. Even if the person you are talking to is not a direct potential prospect for you, they become part of your network for referrals. The successful salesperson will step up their networking activities to make sure more people know them personally as well as the benefits and value of their products or services.

At networking events you will always seem to meet people who have a wide source of contacts. These are the same individuals who are always there with helpful assistance and ready to make a recommendation wherever possible. Within a very short time you feel comfortable talking to them and you must now leave them with a positive impression so that they think of you when an opportunity for your product or service is presented to them. This is your first step in developing that all important relationship.

Rule number one at networking events, of course after being appropriately attired, is where you sit, stand or dine during the event. The natural preference of most people is to find friends or acquaintances for that comfortable feeling. It is so easy to sit, stand or dine with someone you already know; however, this will defeat the benefits and value you pursue to derive from the event. Seek out new faces and begin your introduction and relationship development with them. That's why you are there.

You begin by exercising your power of attraction with your personal traits and skills such as energy, attitude and sincerity. Successful networkers perfect the art of reaching out to others with who they are, what they do, and what's in it for them, while making that all important connection within seconds. Your performance and the way you reach out in these first few seconds sends

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a message regarding the type of individual you are and the level of “action” they can expect from you.

Likewise, do not make the mistake of prejudging or making assumptions about others until you have the opportunity to speak with them. In networking it is critical to give the other person a chance to tell you about themselves before you make judgment as to their value to you. A few minutes of listening can make a significant difference from your first impression.

As previously stated, networking events are a powerful source for generating leads. There are probably dozens or more events in your market area so make sure you attend those that share your interest, and focus on the activities that will best serve you. Check their membership on their website and even go as a guest to one or two events before you make your decision to participate on a regular basis. Important to remember is that this is not a one time or short term program. Successful results may not be realized immediately; however, in time you will benefit from these events.

*Harvey Eisenstadt is a Life Member of the CAA and Sales Consultant, Trainer, Speaker, Mentor and Author. Harvey possesses over 45 years of successful sales and sales management experience and is a nationally recognized authority on relationship building. Harvey can be reached at 818-701-7799 or harvey@hjesales.com*



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# LEGISLATIVE WATCH



## **\*PAC ALERT\*** **\$20,000 GOAL FOR 2012**

*By Don Gilbert, Mike Robson, and Trent Smith*

The Political Action Committee (PAC) is an important part of the CAA governmental relations program. In past years, CAA has raised over \$30,000 in its PAC to contribute to business-minded legislators. We want to establish this funding level as a goal for 2012 and encourage CAA members to contribute what they can to reach this goal.

As a reminder, PACs allow citizens with a common interest to join together to participate in the political process. Members of an industry association or employees of a company have an interest in supporting candidates whose philosophy is conducive to creating an environment in which their business can succeed. By donating to the company or association's PAC fund, employees or members help ensure that legislators will be elected who are interested in and responsive to the concerns of the company or industry.

## CAA PAC FUND CONTRIBUTIONS

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# ASSOCIATES NEWS



Volutone officially opened their Van Nuys showroom with Nancy Kelly, Maggie Hansen, Neville Hansen, Jeff Soporito, Trevor Hansen, Daxton Hansen (Trevor's son), and Star Hansen cutting the ribbon.



Volutone President Neville Hansen, founder Stan Schireson and Vice President Trevor Hansen welcomed more than 300 dealers to the opening of Volutone Van Nuys.



Raphael Perlas of Custom Satellite Services won the LG 60" TV at the Volutone grand opening.

**VOLUTONE** Van Nuys cut the ribbon at the new store with over 300 dealers, vendors, family and friends in attendance. Volutone Van Nuys officially kicked off the Volutone flagship "self shop super center." Volutone raffled off an LG 60" TV with the lucky winner Raphael Perlas of the Custom Satellite Services. "I am so thrilled to show off our new Van Nuys Store," said Trevor Hansen of Volutone. "Our dealers deserve nothing but the best shopping experience and that is what we have built for them."

The **GMS SUMMER BASH**, a dealer and employee appreciation beach-themed celebration, will be held on Friday, September 14, 2012 from 11 a.m. – 5 p.m. **GMS** is located at 17951 Lyons Circle Huntington Beach, CA 92647 and RSVP is required no later than Friday, September 7 to [tpalmer@gmscentral.com](mailto:tpalmer@gmscentral.com) or by calling Trés Palmer at (877) 270-2591.

**ADI** opened two new branch locations that will further expand its North American footprint. The new branches will be located in North Houston, TX and Grand Rapids, MI. These brand new locations signify ADI's growing success in the security and low voltage market, and continued commitment for providing the best and most convenient service for its customers. "The opening of these new locations is significant to ADI, as it supports our growth efforts and strengthens our commitment to provide value to our customers," said Michael Flink, President of ADI Americas. "We are very excited to open our doors at these new locations, and we

look forward to opening several more branches over the next few years." ADI operates 99 sales branches to support security and low voltage dealers across North America. In addition, ADI has a total of nine hub facilities that house an abundance of inventory to ensure local branches are fully stocked at all times. For more information about ADI, visit <http://www.adiglobal.com>.

**CHECKVIDEO®** announced the introduction of the CheckVideo High Definition Indoor Mini Dome Camera (CV150). CV150 is the latest addition to CheckVideo's growing line of high definition cameras. It packages CheckVideo advanced, auto-adapting video analytics technology, DVR, and video surveillance as a service (VSaaS) into a complete, cloud-based intelligent video surveillance solution. CV150 "watches" video 24/7 for events of interest and sends critical, real-time alerts users can act on to notify authorities of an incident, helping to shorten response times and stop crimes in progress. Because CV150 detects the presence of people and vehicles, not just motion, it dramatically reduces nuisance alarms. Video alerts can be sent via the cloud to a monitoring service, email addresses, smartphones, or the secure CheckVideo Web Portal. CV150 also continuously records video 24/7 for forensic use. Live, recorded, and event video can be viewed remotely

anytime and anywhere from the CheckVideo Web Portal. "CV150 provides the latest innovation in intelligent video surveillance solutions, cost-effectively bringing together the cloud, video analytics and megapixel technology", said John Estrada, CEO, CheckVideo. "Discreet in indoor environments, CV150 is ideal for securing areas of interest

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**CHECKVIDEO** announced the launch of the CheckVideo High Definition Outdoor Bullet Camera (CV135). CV135 is the first megapixel security camera

that packages video analytics technology, DVR, and video surveillance as a service (VSaaS) into a complete, cloud-based intelligent video surveillance solution. CV135 “watches” video 24/7 for events of interest and sends critical, real-time alerts users can act on to notify authorities of an incident, helping to shorten response times and stop crimes in progress. Because CV135 detects the presence of people and vehicles, not just motion, it dramatically reduces nuisance alarms. Video alerts can be sent via the cloud to a central monitoring service, email addresses, smartphones, or the secure CheckVideo Web Portal. CV135 also continuously records video 24/7 for forensic use. Live, recorded, and event video can be viewed remotely anytime and anywhere from the CheckVideo Web Portal. “CV135 brings together CheckVideo’s proven, auto-adapting advanced video analytics that enable a proactive approach to video security and megapixel technology”, said John Estrada, CEO, CheckVideo. “The powerful combination of technologies within and supporting the camera allows us to further extend our security solutions to provide even stronger support in securing difficult applications like parking lots, utilities and other outdoor locations.” For more information, visit [www.checkvideo.com](http://www.checkvideo.com).

**ALARM CAPITAL ALLIANCE** recently closed a transaction with Ultimate Security of Scottsboro, AL. The purchase was considered an asset purchase, for accounts only. Ultimate Security will remain in business and will continue to service customers of ACA. Richie Burns, President of Ultimate Security, stated that this is a “tremendous transaction that allows us to remain in business, continue to sell accounts and provide service for all of our friends and customers”. Kelly Bond and Anastasia Bottos represented ACA and Ron Davis, Davis Mergers and Acquisitions Group represented the seller. Kelly Bond said “This was one of the smoothest transactions that we’ve entered into. Richie has a great staff and quality accounts, and we’re looking forward to a prosperous relationship”.

For the first time ever, the City of New York Fire Department has approved the use of cellular and network communicators for primary fire alarm signaling to central stations. The approval is for products manufactured by **DMP**, including the ANSI/UL 864 listed DMP XR100 and XR500 Series control panels with network and 463G cellular alarm communicators. The DMP

cellular transmitters can be programmed to use a variety of cellular networks including AT&T™ and T-Mobile™ and soon Verizon™.

This approval breakthrough is made possible thru extensive testing completed by the FDNY in cooperation with DMP to demonstrate the reliability of the



technology. By programming the communicators to send check-in messages every five minutes, the end-to-end FACP to central station receiver, meets the already established NFPA 72 code for fire alarm signaling, and now it has officially been approved for use in New York City. “Customers will save big on telco communication costs along with having a higher level of signal integrity. Network and Cellular communications are very reliable, and the speed at which they communicate to the central station is impressive; when lives are on the line every second counts.” says Terry Shelton, Director of Product Quality Assurance for DMP. For more information call 800-641-4282 or visit [www.dmp.com](http://www.dmp.com).

**ALTRONIX** has redesigned its website to provide visitors with fast and easy access to information along with an improved online experience. The new website – [www.altronix.com](http://www.altronix.com) – offers a fresh look and new resources and functionality designed for system designers, integrators, resellers and end-users. “We are very pleased with the new look and feel of our website which uses the most current technologies to make locating product information quick and easy,” said Alan Forman, President, Altronix. “As a critical customer support resource, our new website reflects Altronix’s commitment to our customers and embodies the quality of our products.” Altronix’s new website also provides Tech Tools and Calculators to assist in specifying Altronix products based on system requirements along with search tools to locate the nearest reseller or distributor. The website will also be the host for Altronix University which will be launched shortly to provide access to on-line

*Associates News,  
continued on page 12*

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# ASSOCIATES NEWS, continued

training. Altronix also plans to launch intuitive apps for Android™ and Apple® devices in coming weeks. For more information visit [www.altronix.com](http://www.altronix.com).

**UNITED CENTRAL CONTROL'S (UCC)** David Palacios recently won the "Support Person of the Year Award" from the Central Station Alarm Association. Additionally, UCC was recognized by CSAA with an honorable mention award for Central Station of the Year. Both awards were noted at ESX in Nashville, TN. The CSAA annual awards recognize excellence in central station monitoring services for the security industry. Palacios was recognized for his experience, dedication and performance. David has been with UCC for over 27 years, and currently holds the position of Director of Dealer Relations. "Many UCC dealers have come to depend on David's expertise and rely on his skill and recommendations in many areas. His dedication and commitment are some of his strongest qualities, and his drive to help UCC customers is unmatched," said UCC President Teresa Gonzalez. The 2012 CSAA Excellence Awards bestowed an honorable mention for the top award – the CSAA Central Station of the Year. CSAA judges rank the central stations on the quality of their listings and

certifications, disaster recovery plan, hiring criteria, training and continuing education, quality of record-keeping and performance data and adoption of new technologies.

As wildfires many people from their homes and businesses being evacuated throughout the Colorado Springs area, **DICE** and its Disaster Recovery team stood ready to take on any center that required its help, including its growing healthcare monitoring businesses. The DICE Disaster Center sits in Bay City, MI, which resides in an area of the US that has the least chance of natural disasters, which is why DICE Corporation built its main center in this area. DICE software is used to monitor many nationwide chains and retailers, and many of the Colorado Springs area homes and businesses are monitored by a command center running the DICE software. In addition, many of the hosted centers which operate in Bay City, MI also monitor locations in Colorado Springs and the surrounding areas. DICE assigned a special task force to monitor the situation, which included pre-loading of alarm signal profiles on disaster recovery bank alarm receivers for that area of the country, just in case any of DICE's clients were left having issues due to the out of control wildfires in the area. DICE Corporation is the number one provider of customized alarm monitoring center software, video monitoring systems, and back-end accounting systems to the alarm and healthcare industries. For more information visit [www.dicecorp.com](http://www.dicecorp.com).

**KEEP YOUR IP** announced the opening of their third server array located within the immense operations of Scale Matrix in San Diego, CA. Using almost 100,000 square feet of space, ScaleMatrix takes an infrastructure-based approach to providing best-in-class hosting solutions to clients at every stage of their IT Lifecycle development. Known as Green Giant Data Center, they provide industry leading solutions which include design, deployment, and ongoing management as part of their standard offering. ScaleMatrix Chief Sales and Marketing Officer Chris Orlando called the move "a smart business and security decision." He went further to say "companies such as Keep Your IP need access to diverse location facilities along with room for expansion and access to ample power resources." The move will allow Keep Your IP to deploy and support our newest IP offering of Videofied without compromising the integrity of our existing network of IP panel signals. ScaleMatrix is designed as their Primary Data Center with SAVVIS in Irvine, CA as our back up Data Center. For more information please contact KYI, Inc. at 866-444-7007 or visit [www.KeepYourIP.com](http://www.KeepYourIP.com).



**Digital Monitoring Products**

## **Patrick Oehlsen**

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VS

## **What would you Choose?**

Alarm installers/Dealers and Central Stations are looking to move away from the old 800 Dial-In "thru the phone line" communication method. Join KEEP YOUR IP and instead send alert signals through an IP (Internet Protocol) connection reaching your destination site immediately either by GSM/CDMA or landline internet.

NEW Videofied Plans Available  
Route more than just alarm signals



## **Stand out from the crowd!**

**IP (Internet Protocol) connections are the future!**

Alarm installers/Dealers and Central Stations are looking to move away from the old 800 Dial-In "thru the phone line" communication method. Join KEEP YOUR IP and instead send alert signals through an IP (Internet Protocol) connection reaching your destination site immediately either by GSM/CDMA or landline internet.



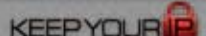
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[www.KeepYourIP.com](http://www.KeepYourIP.com)



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# Flexible Solutions for an ever changing industry



Since 1986, **General Monitoring Services** has been providing high quality security alarm monitoring to independent dealers. At **GMS** we are committed to exceeding your customers' expectations! You can count on us to consistently provide innovative products and services. All of our services can be customized to fit your needs so you are able to run your business the way *you* want.

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## DICE AUTOMATION ENHANCEMENTS

GMS successfully completed the upgrade of its servers and Dice automation enhancements. We have more than doubled our server's capacity, tripled the speed and added a redundant e\*Link server. Enhancements to the phone system integration with the Dice automation provide our dealers with more added value services and time saving solutions.

Highlights of some of the many new features are:

- **AUTOMATED SIGNAL CALL ROUTING** – Subscribers reporting a false alarm will be directly connected with the operator processing the alarm.
- **CALLER ID IDENTIFIER** – All outbound calls will display the caller ID of the dealer's own Customer Service number.
- **DICE AUTOMATION OUTBOUND VOICE** –Voice automated signal handling on low priority events such as AC Fail, Troubles or Low Battery with the option to speak to a central station operator. This feature can be scheduled to meet the dealer's needs.



CA State License # ACO 5198

# Where in the World Is THE MIRROR?

Are you traveling with THE MIRROR? Paris, London, Chicago? Take a photo and email to [info@caaonline.org](mailto:info@caaonline.org) with description and identification.



CAA President John Hopper was king of the hill with THE MIRROR at Paulina Peak in Oregon.



Diana Hopper climbed to the tallest peak in Oregon with THE MIRROR in search of a wine bar. There is no wine bar.



THE MIRROR was at the DICE meeting with Tara Lederer (Allied Central), Benjamin Long (Security Service Company), Becky Hall (VideoIQ), Jon Adams (Global Monitoring), Brian Karas (VideoIQ), Chris Masse (DSC), Steven Coppola (Statewide), Steve Trimpe (State Farm), Evie Estrada (Metrodial), Amy Jo and Gary Weller (Engineered Protection Systems) and Mike Drop (State Farm).



Melissa Courville welcomed Benjamin Long of Security Service Company to DICE headquarters with THE MIRROR.



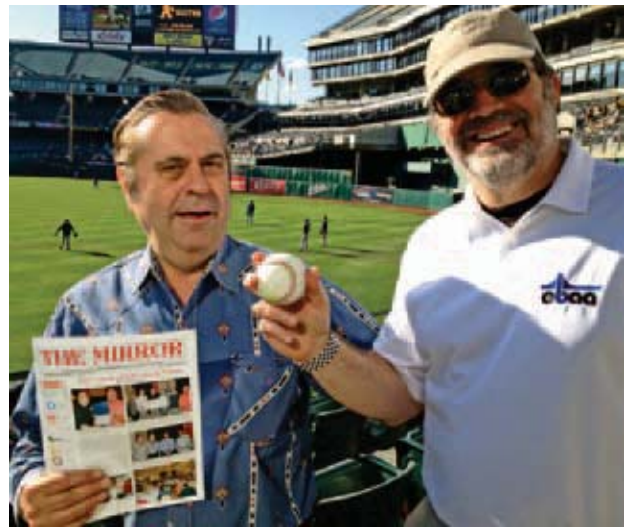
All hands were on deck for THE MIRROR at the GLASAA Dinner Cruise including Jeanne Michel, Jon Sargent and Nancy Schwager.



Jon and Christine Sargent were smoking with THE MIRROR at Kilauea Volcano in Hawaii.



Harvey Eisenstadt read his column in *THE MIRROR* to Jon Sargent, Tony Smith, Bob Jennison, Tim LeBlanc and Mark Sepulveda at the GLSAA Dinner Cruise. There was a test.



Jon Sargent and Ron Lenz used *THE MIRROR* to snag a homerun ball at the EBAA Police and Fire Appreciation night at the A's game.



Todd Schwenk, Stan Hellman, TBD, Tim Westphal and Nader Shokair were in the lineup with *THE MIRROR* at the A's game.



*THE MIRROR* was with Tom and Pennylee McEnaney of Knight Protection, NY and Laurie and Bud Wulforst cruising off Spitsbergen Island, Svalbard archipelago, in the Arctic.



Bud and Laurie Wulforst brought greetings and *THE MIRROR* to the people of Uglich, Russia.

## PUBLIC SAFETY LIAISON

### Security Industry Alarm Coalition (SIAC)

Visit [www.SIACinc.org](http://www.SIACinc.org) for alarm management resources for alarm companies, law enforcement and public safety policy development officials. Resources include model ordinance, ECV information and alarm school materials.

*Advertise in The Mirror -  
Reach an interested audience.  
Call the CAA office for details.  
800/437-7658*

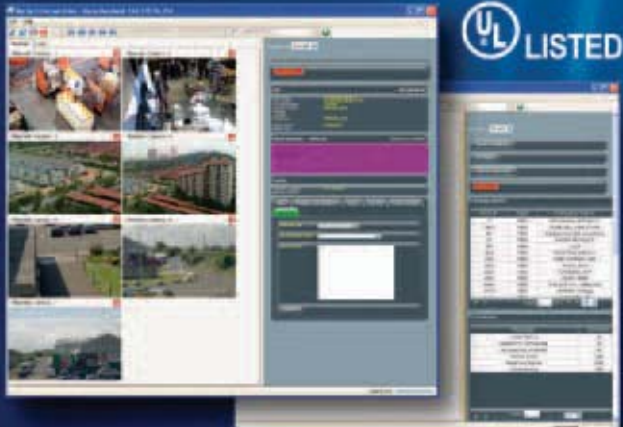
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**Camera & DVR Manufacturers:** We have a complete development environment that you can build your video monitoring technologies into, so contact us for a test area in our lab of your own. We will work with you to reduce your cost of getting products to market, leveraging the significant investments we have made in our web-based video viewing and monitoring technologies. Interface, re-skin, and present your logo on the most powerful video monitoring platform in the industry - backed by the number one engineering and support team!



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**Redwood  
Alarm Association**

By Chuck Petrusha

### RAA MEETINGS

Please join us at our next RAA meeting on October 24 from 11:30 a.m. - 1 p.m. at Johnny Garlic's in Windsor. RSVP to Melanie Satterlee at 707-443-6366 or [melanie@advancedsecurity.us](mailto:melanie@advancedsecurity.us).

For more information regarding RAA, its membership and participation, please visit [www.redwoodalarmassociation.org](http://www.redwoodalarmassociation.org) or contact Chuck Petrusha at [chuck@advancedsecurity.us](mailto:chuck@advancedsecurity.us) or 707-443-6366.



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[emergency24.com/dealer/video-monitoring.htm](http://emergency24.com/dealer/video-monitoring.htm)

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EM24 offers a PERS service that can be marketed to existing customers as well as other security-minded people across the United States.

[emergency24.com/pers/develop-pers.htm](http://emergency24.com/pers/develop-pers.htm)

EMERgency24 continually invests in its nationwide network of central stations to remain ahead of the technological curve so alarm dealers have more flexibility to satisfy the needs of their customers.

Along with the widest range of alarm monitoring services, receivers and supported formats, EMERgency24 allows independent alarm dealers to choose from several options to connect their customers to our monitoring center, including POTS, cellular, radio and IP communication.

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## **EMER**gency24



## Silicon Valley Alarm Association

By Julie Anne Buller, President

### SVAA MEETINGS

The 2012 dates for our regular meetings are:

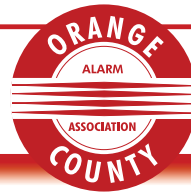
♦ **October 17**

All meetings are held at Silicon Valley Capital Club, 50 West San Fernando, San Jose, CA 95113. Please RSVP to info@caaonline.org or call the CAA office at 800-437-7658, Ext. 3.

### SVAA Information

If you are not on our e-mail list please contact Julie Buller at 408-729-6200 or julie@crimealert.com. It is so important to get involved with your local associations now more than ever and to keep up to date on all the new information.

*Advertise in The Mirror -  
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Call the CAA office for details.  
800/437-7658*



## Orange County Alarm Association

P.O. Box 2149, Newport Beach, CA 92659  
800-339-1420  
www.alarmassociation.org

By Steve Maris, President

### OCAA MEETINGS

♦ **September 19**

OCAA Dinner Meeting  
Phoenix Club Anaheim

♦ **November 14**

OCAA Dinner Meeting  
Phoenix Club Anaheim

### CITY OF IRVINE PERMITS

The City of Irvine requires all alarm users to register their systems with a no fee permit. Alarm users may obtain an alarm permit application at the Irvine Police department website at www.irvinepd.org. The City also offers free, quarterly Alarm Awareness Classes to help defray the cost of false alarm fines. For more information about the City's alarm program you can contact the Alarm Coordinator at 949-724-7066.

### CITY OF IRVINE ALARM CLASSES

October 16, 2012

For information contact:

Cristine Gaiennie, Regulatory Affairs Supervisor  
Irvine Police Department 949-724-7066  
cgaiennie@cityofirvine.org

For more information about OCAA activities, contact the OCAA office at 800-339-1420 or email OCAAlarmAssoc@aol.com. Visit our new website at www.alarmassociation.org for meeting information and registration forms, training opportunities, members list and a whole lot more.

## MID-CAL

*Alarm  
Association*



## Mid Cal Alarm Association

For more information, contact Mike Matson, Matson Alarm at 559-438-8000

### MID CAL MEETINGS

♦ **December 4** ..... 11 a.m. .... ADI Fresno



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**Jonathan Beech**  
Northwest Regional Manager  
Tel: 800-765-7161 Ext. 5565  
[jonathan.beech@honeywell.com](mailto:jonathan.beech@honeywell.com)



## East Bay Alarm Association

By Tim Westphal, President

### EBAA Law Enforcement Appreciation at the A's

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Bay Alarm

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ADT  
Hue & Cry  
Eye-On Alarm

#### EBAA MEETINGS

Our General Meetings are held at Chevy's, 3101 Garrity Way, Richmond. The meetings start at 11:30 a.m. For further information contact EBAA President Tim Westphal 925-808-4371. RSVP to 800-437-7658, Ext. 3 or info@caaonline.org.

♦ October 9 ..... General Meeting Chevy's

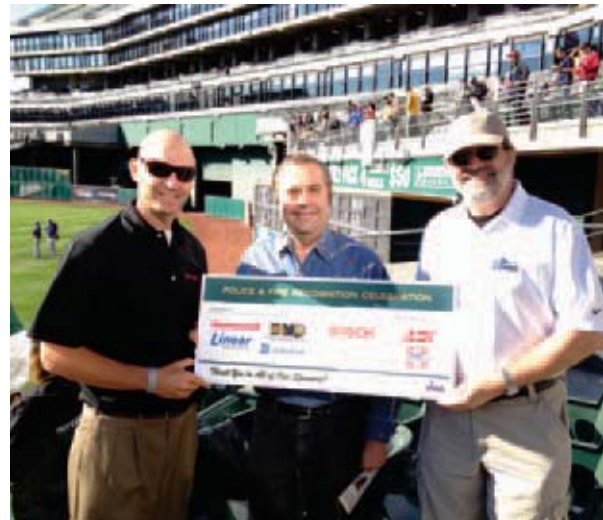
Tim Westphal, EBAA President  
925-808-4371, Tim.westphal@bayalarm.com



EBAA Police and Fire Recognition sponsor Tim Tracy of Honeywell was thanked by CAA Vice President Rich Whitlock.



Mike Salk of Reed Brothers and Ron Lenz of ADI were sporting cool EBAA team shirts at the A's game.



EBAA President Tim Westphal and CAA Public Safety Liaison Jon Sargent thanked EBAA Police and Fire Recognition sponsor Ron Lenz of ADI.



TBD with EBAA President Tim Westphal of Bay Alarm.

# Step Up To Sales Success

## A New Book by Harvey J. Eisenstadt

*The Thinking Salesperson's Guide to Successful Sales Relationships,  
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***Step Up to Sales Success* brings together 50 years of Successful Selling by Harvey J. Eisenstadt. Major themes include:**

- A Successful Sales Philosophy
- Effective Sales Management
- Personal Development for Sales Professionals

This book is a useful tool for any sales person or management team that wants to propel their business and sales experience forward. Harvey's book brings together personal experience as well as proven methods and more than 50 years as a successful salesman and sales consultant. The book is comprised of the best of 20 years of monthly columns published in THE MIRROR.

### WORKSHOPS & SEMINARS

Harvey Eisenstadt shares his knowledge through "Step Up To Sales Success" and conducts sales and management workshops throughout the United States. For information on scheduling Harvey Eisenstadt for sales, management or keynote presentations, contact Syncomm Management Group, Daniel Freitas, [info@snnonline.com](mailto:info@snnonline.com), 800-490-9680.

### BULK ORDERS

Discounts are offered for orders of 20 or more books including shipping. Contact Syncomm Management Group at 800-490-9680 for more information.

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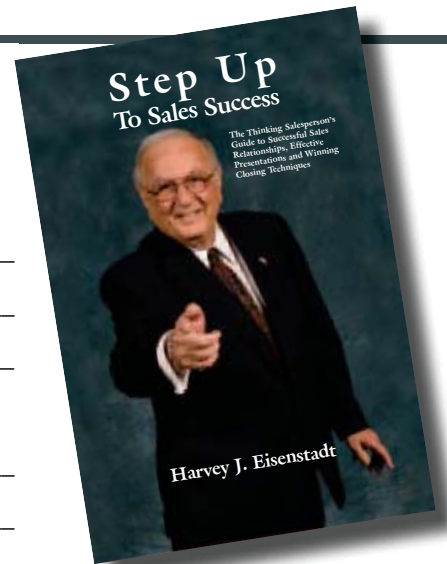
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## Greater Valley Alarm Association

By Dana Buck, President

### GVAA Meetings

Our meetings are held inside the restaurant at the Clarion Inn and Suites (4219 E. Waterloo Rd ~ Stockton, Ca) @ Highway 99 & Waterloo Rd (Hwy 88) and they will start at 12:00 pm (noon). GVAA meetings are held on the second Thursday of every third month (once a quarter) at the above location. Please contact Dana Buck at 209-369-7749 or by email at danab@alamoalarm.com for more information.

### GVAA MEETING SCHEDULE

♦ October 11



## Sacramento Area Alarm Association

Sacramento Area Alarm Association  
3491 Park Drive Suite 20-234  
El Dorado Hills, CA 95762-4549  
www.sacalarm.org

By Ben Martinez, President

### SAAA MEETINGS

♦ October 11 ..... SAAA 5th Annual Fire Forum

♦ December 13 ..... SAAA Annual Holiday Party

Look for updates and reminders of these events in THE MIRROR.

SAAA events always offer something to all the attendees, whether it is something to learn or relationships to make. The SAAA hosts several great events throughout the year that cannot happen without your support. We will continue to need your backing for these events in the coming year, so your endorsement and attendance is hoped for!

"Our mission is to promote growth and professionalism within the security industry and communicate an awareness of issues that affect the needs of alarm companies, home and business owners as well as local authorities within Northern California."

Benny M. Martinez, SAAA President 2012  
O: 800-230-1654 x 136, C: (510) 750-0252  
bmartinez@gcsmonitoring.com



## Golden Gate Alarm Association

By Gary Lowndes, President

### GGAA Meetings

♦ September 6

For further information, contact Gary Lowndes at (650) 574-1077 or g.lowndes@hueandcry.com.



## Inland Empire Alarm Association

By Morgan Hertel, President

### IEAA Membership

If you would like to become a member, or have any suggestions on ways to increase our membership, please us a call at 800-559-9060.

### IEAA MEETINGS

- ♦ September 17
- ♦ November 20

6-8 p.m.

Cask & Cleaver Steakhouse  
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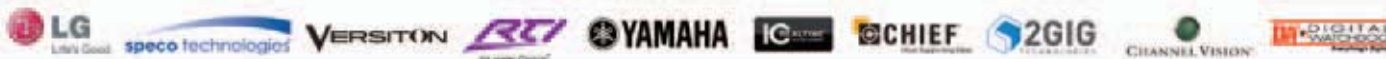
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GLASAA President Dave Michel accepted a donation to the CAA from Burt Aylesworth during the ADI Expo in Burbank.



Rick Gombar of Gombar Insurance Services, Michael Johnson of MACE, Richard Jimenez of IE Alarms and Brian Fullhart of Interlogix aboard the Fantasea.



Steve, Harvey and Paul Eisenstadt aboard the Fantasea in Marina del Rey for the GLASAA Dinner Cruise.



Brian Fullhart with newly elected ESA Vice President Bob Michel.



Charlotte Johnson on the GLASAA Dinner Cruise with Aunt Holley Hunt of Bosch Security Systems.



Holley Hunt of Bosch Security Systems and Sylvia Jimenez of IE Alarms welcomed 100 guests to the GLASAA cruise.

# GLASAA

Greater Los Angeles Security Alarm Association

By David Michel, President

## GLASAA MEETINGS

♦ October 4..... GLASAA Golf Classic..... Moorpark

New members are always welcome at GLASAA. Every company in our industry should really think about coming to our meetings. We always have great people and informative topics. This is a fantastic opportunity to mingle with your peers and industry experts, to discuss what's going on in the business.

GLASAA and its members continue to support the extremely important work of the CAA and ESA.

## GLASAA Meetings and Events

Please visit our website at [www.glasaa.com](http://www.glasaa.com)

Please contact GLASAA at 888-826-9149 or through the web at [www.glasaa.com](http://www.glasaa.com) if you would like to contribute by serving on a committee.

David Michel, GLASAA President  
[dmichel@valleyalarm.com](mailto:dmichel@valleyalarm.com)



CAA Vice President Bob Michel of Valley Alarm with Scott Jones, Trevor Hansen, and Ari Tenn of Volutone.

The Golf Committee and Tournament Director Charles Schwager want to thank our generous sponsors for helping us sell out our golfer field for this year!!

Please contact us for additional ways to sponsor and support this fantastic event, which supports the CAA Youth Scholarship program.

|                          |                           |
|--------------------------|---------------------------|
| Bosch                    | LOUDMOUTH GOLF            |
| Volutone                 | TYCO                      |
| Tri-Ed                   | MSK                       |
| CMS                      | Valley Alarm              |
| Open Eye                 | Vivint Security           |
| Boldide Technology Group | USA Alarms                |
| Chaumont Law             | DSC                       |
| BPSD                     | Brian Friedman            |
| Bay Alarm                | Post Alarm                |
| GSC Financial Services   | DM&A                      |
| ADI                      | Chief Daryl Osby          |
| Stanley Security         | Premier Security Services |
| Interlogix               | Christian Gari            |
| NMC                      | All Star Cable            |
| OCAA                     | Napco                     |
| Rapid Response           | Monitronics               |
| UCC                      | American Two-Way          |
| Altronix                 | Rick Gombar Insurance     |
| Honeywell                |                           |



Golfers Eric Tracy, Rick Gombar, and Charles Schwager enjoy getting ready for the 6th GLASAA Golf Classic scheduled for October 4, 2012 at the Tierra Rejada Golf Club in Moorpark with Freddie Couples.

Dale Eller, Julie Hayter of ADI, Dana Scroggins of Optex, Debbie Padilla, and Mike Capulli of SGI at the GLASAA cruise.



Trevor Hansen, Scott Jones and Ari Tenn of Volutone with Kraig Lujan of Honeywell.

**SAN DIEGO**  
SECURITY ASSOCIATION

**San Diego**  
**Security Association**

By Cathy Rempel, President

#### SDSA MEETINGS

The next general membership meeting in San Diego will be held September 18 the University Club downtown San Diego at 8 a.m. We invite you to join the meeting and learn more about the association at [www.sandiegosecurityassociation.org](http://www.sandiegosecurityassociation.org)

#### City of San Diego Permit Process

The San Diego Security Association and SIAC have been working cooperatively with the City of San Diego to assist with their fire alarm program, and now their burglar alarm program. The police are requesting alarm companies to submit their active burglar, panic and holdup alarm customer lists to the San Diego Police Department. Please see attached letter from Assistant Police Chief Cesar Solis for instructions. The preferred method is to send your Excel customer list electronically by email to Hilda Gonzalez-Reed at [hgonzalezreed@pd.sandiego.gov](mailto:hgonzalezreed@pd.sandiego.gov). If you have any questions please contact Hilda Gonzalez Reed at [hgonzalezreed@pd.sandiego.gov](mailto:hgonzalezreed@pd.sandiego.gov), or 619-531-2247.

#### 2012 SDSA SCHEDULE OF MEETING

- ♦ September 18..... General Meeting
- ♦ December 11 ..... Holiday Party

Visit the new website: [www.sandiegosecurityassociation.org/](http://www.sandiegosecurityassociation.org/)

Cathy Rempel, President  
San Diego Security Association  
American Security Integrators  
858-509-9144

# Training and Education Calendar - 2012

September 5  
Tri-Ed/Northern Video North Hills  
Counter Day: Pelco  
10 a.m. - 2 p.m. Free lunch.  
818-895-8830  
www.tri-ed.com

September 6  
Counter Day: GRI, Elk and Azco Technologies  
Tri-Ed/Northern Video North Hills  
10 a.m. - 2 p.m. Free lunch  
916-563-7560  
www.tri-ed.com

September 11  
IP Video Technology  
Tri-Ed/Northern Video Riverside  
951-781-2300  
www.tri-ed.com

September 11  
Counter Day: Samsung  
Tri-Ed/Northern Video Sacramento  
10 a.m. - 2 p.m. Free lunch  
916-563-7560  
www.tri-ed.com

September 11  
Networking 101  
3-6 p.m. or 6-9 p.m.  
Volutone Ontario  
www.volutone.com

September 11  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone Simi Valley  
www.volutone.com

September 11 - 13  
Basic Fire Alarm, Testing and Inspection, Troubleshooting  
Warner Brothers Studios Burbank  
www.cafaa.com

September 11-12  
Fire-Lite Systems  
Burbank  
www.firelite.com

September 11-12  
Fire-Lite Systems  
Houston, TX  
www.firelite.com

September 12  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone Van Nuys  
www.volutone.com

September 12  
Tri-Ed / Northern Video San Diego  
Counter Day: Messoa Technologies  
10 a.m. - 2 p.m. Free lunch  
858-292-9559  
www.tri-ed.com

September 13  
Fire-Lite Systems Software  
Burbank  
www.firelite.com

September 13  
Fire-Lite Systems Software  
Houston, TX  
www.firelite.com

September 13  
IP Video Technology  
Tri-Ed/Northern Video Garden Grove  
714-265-4000  
www.tri-ed.com

September 13  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone Cerritos  
www.volutone.com

September 16  
Counter Day: CBC  
Tri-Ed/Northern Video North Hills  
10 a.m. - 2 p.m. Free lunch.  
818-895-8830  
www.tri-ed.com

September 18  
Tri-Ed/Northern Video North Hills  
Counter Day: Speco Technologies  
10 a.m. - 2 p.m. Free lunch  
916-563-7560  
www.tri-ed.com

September 18  
Pelco CCTV  
8 a.m. - 2 p.m.  
Tri-Ed/Northern Video Riverside  
951-781-2300  
www.tri-ed.com

September 18  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone San Diego  
www.volutone.com

September 19  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone Ontario  
www.volutone.com

September 19  
ADI Fire Protection & Safety Webinar  
Commercial  
https://adi.webex.com

September 19  
PSR Counter Day  
ADI Boise  
www.prosalesreps.com

September 20  
Lutron Certification Training  
8:30 a.m. - 4 p.m.  
Volutone Las Vegas  
www.volutone.com

September 25  
IP Video Technology Tour  
Tri-Ed/Northern Video Sacramento  
8:30 a.m. - 2:30 p.m.  
916-563-7560  
www.tri-ed.com

September 25-26  
Fire-Lite Systems  
Spokane, WA  
www.firelite.com

September 26  
Counter Day: Seneca Data  
Tri-Ed/Northern Video San Diego  
10 a.m. - 2 p.m.  
858-292-9559  
www.tri-ed.com

September 27  
SONY IP CCTV  
Tri-Ed/Northern Video Riverside  
9 a.m. - 2 p.m.  
951-781-2300  
www.tri-ed.com

September 27  
Fire-Lite Systems  
Software  
Spokane, WA  
www.firelite.com

September 28  
Counter Day: GeoVision  
Tri-Ed/Northern Video Union City  
10 a.m. - 2 p.m. Free lunch.  
510-487-1731  
www.tri-ed.com

October 3 - 4  
Understanding the 2010 NFPA 72,  
Fire Alarm Plan Review  
Novato Fire Protection District  
Novato  
www.cafaa.com

October 9  
IP Video Technology  
Tri-Ed/Northern Video Seattle  
253-395-3930  
www.tri-ed.com

October 11  
IP Video Technology  
Tri-Ed/Northern Video  
Portland  
503-644-0874  
www.tri-ed.com

October 16  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone Simi Valley  
www.volutone.com

October 17  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone Van Nuys  
www.volutone.com

October 18  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone Cerritos  
www.volutone.com

October 18  
Fire-Lite Systems Software  
Pleasanton  
www.firelite.com

October 23  
IP Video Technology  
Tri-Ed/Northern Video Denver  
303-733-8600  
www.tri-ed.com

October 23-24  
Fire-Lite Systems  
Salt Lake City  
www.firelite.com

October 23-24  
Fire-Lite Systems  
San Antonio  
www.firelite.com

October 23  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone San Diego  
www.volutone.com

October 24  
ADI Fire Protection & Safety Webinar  
Industrial  
https://adi.webex.com

October 24  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone Ontario  
www.volutone.com

October 25  
URC Control the Experience  
8:30 a.m. - 4 p.m.  
Volutone Las Vegas  
www.volutone.com

October 25  
Fire-Lite Systems Software  
Salt Lake City  
www.firelite.com

October 25  
Fire-Lite Systems Software  
San Antonio  
www.firelite.com

October 25  
IP Video Technology  
Tri-Ed/Northern Video Las Vegas  
702-227-6636  
www.tri-ed.com

November 13  
IP Video Technology  
Tri-Ed/Northern Video Phoenix  
602-470-9170  
www.tri-ed.com

November 13 - 15  
Fire Alarm System Design, Smoke Control Systems, Documentation and Recordkeeping  
Corona Fire Department  
Corona  
www.cafaa.com

November 15  
IP Video Technology  
Tri-Ed/Northern Video Burbank  
800-546-8774  
www.tri-ed.com

November 27 - 29  
Plan Review, Testing and Inspection, Troubleshooting  
Siemens Industry, Inc.  
Hayward  
www.cafaa.com

November 27-28  
Fire-Lite Systems  
Las Vegas, NV  
www.firelite.com

November 28  
ADI Fire Protection & Safety Webinar  
Large Commercial  
https://adi.webex.com

November 29  
Fire-Lite Systems Software  
Las Vegas, NV  
www.firelite.com



## Tri-Ed/Northern Video Announces IP Tech Tour Trainings

The IP Video Tech Tour will come to three California branches in September: Riverside on September 11, Garden Grove on September 13, and Sacramento on September 25th. The daylong events kick off with a Continental Breakfast at 8:30 a.m. followed by a technical training session and manufacturer tabletop expo. This comprehensive IP training covers important technical topics such as Video Resolution, Illumination, Ethernet Transmission, Surge Suppression, Recording Platforms, Types of Networks and Understanding Storage. For more information contact the branch: Riverside 951-781- 2300, Garden Grove 714- 265-4000, Sacramento 916-563-7560.

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For more information, please call 1-800-467-5875 or visit [www.honeywell.com/security/hsc](http://www.honeywell.com/security/hsc). Tuxedo Touch is available in white (TUXWIFIW) or silver (TUXWIFIS) and is compatible with Honeywell's VISTA systems or as a standalone automation controller. Available at ADI. Call 1-800-233-6261.

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### Michael F. Venoit

National Sales Manager  
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## ARIZONA ALARM ASSOCIATION



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Beginning May 1, 2013, the state Board of Technical Registration will issue certificates (licenses) to alarm businesses and agents who satisfactorily pass a criminal background check. As of October 1, 2013, a person shall not operate an alarm business unless they receive a certificate from the Board. Cities will no longer be able to require city licensure of companies and agents. For a copy of the bill, go to [azleg.gov](http://azleg.gov) under "Bills" go to "Bill Info" then the bill number. AzAA will be sending out more information on this bill soon.

### ARIZONA MEETINGS

For information on meetings, please contact the Arizona Alarm Association at 480-831-1318 or [suebrenton@aol.com](mailto:suebrenton@aol.com).

## ESA OF WASHINGTON



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By Margaret Spitznas, President

Please visit [www.waesa.org](http://www.waesa.org) for a calendar of events.

Please visit the WBFAA website: [www.waesa.org](http://www.waesa.org). If you are a member and would like to link your website, please contact Howard Richardson at [Howard@waesa.org](mailto:Howard@waesa.org).

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[www.nevadasecurityassociation.org](http://www.nevadasecurityassociation.org)

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*By Howard Wulforst, President*

### NSA MEETINGS

Meetings at The Cellar, 3601 W. Sahara, Las Vegas, NV 89102.  
General 6 p.m.; Board 5 p.m.

September 12 General Membership Meeting  
October 10 Board Meeting  
November 9 Year-End Meeting/Holiday Party  
December 12 Board Meeting

For more information visit our website [www.nevadasecurityassociation.org](http://www.nevadasecurityassociation.org). For questions or to be added to the NSA email list please contact Jeanne Palmer at [admin@nevadasecurityassociation.org](mailto:admin@nevadasecurityassociation.org).

If you are not a member of your state's alarm association, join now. The more members, the greater impact we can make. Your involvement is vital to our association and our industry.

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By Dimitri Begeor

### OBFAA LOGOS

Decals showing the OBFAA logo are great for your company vehicle and they will be distributed as members who pay their dues. There are extra's if requested.

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We are proud to have as our affiliate members the following agencies:

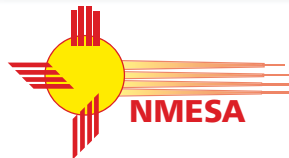
- Multnomah County Sheriff's Office
- Oregon City Police
- Portland Police Alarms Administration
- Tigard Police Dept. Alarm Unit
- Washington County Sheriff's Office

### OBFAA Membership

If you are not a member of your state's alarm association, join now. We can only make a greater impact, with greater numbers, and your involvement is vital to the growth of your local association and the industry as a whole.

Dimitri Begeor  
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Vic Berniklau  
Executive Director

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## NEVADA ASSOCIATION OF SECURITY PROFESSIONALS



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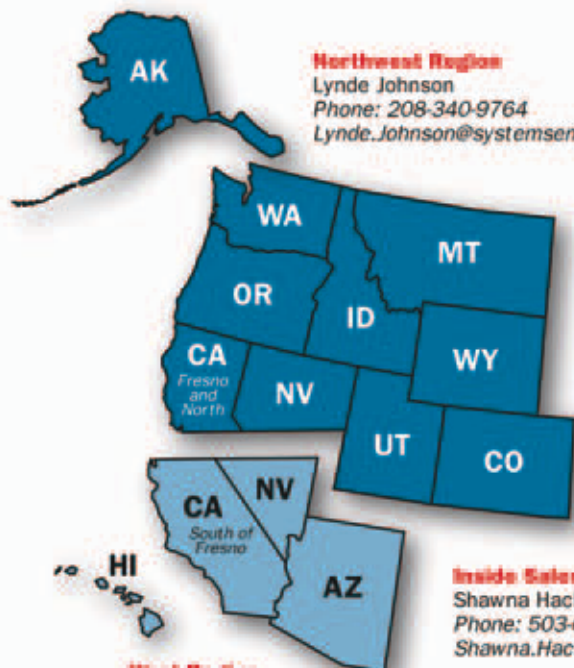
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## WBFAA UATC Apprentice Class Begins in January

The WBFAA UATC first semester apprentice course begins in January, 2012. Visit [www.WBFAA.net](http://www.WBFAA.net) for information or call the WBFAA UATC at 800-809-0280. Class is open to employees of member companies who have an apprentice registered with the State of California.

## CERTIFICATION – FIRE/LIFE SAFETY TECHNICIAN - RENEWAL

For Fire/Life Safety Technicians with 4,000 hours of work experience, the state law requires them to be certified by passing the state exam. The renewal application is posted at [www.dir.ca.gov/das](http://www.dir.ca.gov/das) and the state does not send out reminders. For information on the Electrician Certification Program visit [www.dir.ca.gov/das](http://www.dir.ca.gov/das) and follow the links.

The WBFAA UATC has certification prep material available to member companies of the WBFAA UATC. If you are a member and would like the material, please contact the WBFAA UATC at 800-809-0280 or email [info@wbfaa.net](mailto:info@wbfaa.net).

## WBFAA UATC Offers Online Continuing Education

The WBFAA UATC is offering an online continuing education program for electronic security systems technicians with nearly 100 hours of course offerings. Registered technicians with member companies will have access to 18 hours of online courses annually at no fee. In addition, registered technicians will have access to courses offered in physical classrooms and can submit third-party training for certification for renewal of the state Fire/Life Safety Certification card. For more information, visit [www.wbfaa.net](http://www.wbfaa.net) or [www.wbfaa-training.net](http://www.wbfaa-training.net).

## WBFAA UATC Invites Membership

Assented member companies register all fire alarm technicians in the program and pay a monthly fee of \$25 per technician. The apprentice program and course, prep material for certification and continuing education courses are provided at no additional fee. In addition, member companies who contribute to public works training trust funds to the WBFAA receive a \$.15 per hour credit for registered technicians. For complete information, visit [www.wbfaa.net](http://www.wbfaa.net) or call the WBFAA UATC at 800-809-0280.



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## CAFAA 2013 ANNUAL CONFERENCE

January 31 – February 2, 2013  
Hilton Palm Springs, Palm Springs

### CAFAA MEETINGS

Thursday, September 20  
1 p.m. – 6 p.m. + Dinner  
CAFAA Meeting State Agencies

Friday, September 21  
CAFAA General Meeting  
8 a.m. - Noon + Lunch  
Holiday Inn - Capitol Plaza  
300 J Street  
Sacramento, CA 95814

Thursday, October 25  
9:30 a.m. – 2 p.m.  
CAFAA General Meeting  
The Boathouse Restaurant  
2040 Harbor Island Dr., #200  
San Diego, CA 92101-1018

Thursday, December 13  
9:30 a.m. – 2 p.m.  
CAFAA General Meeting  
Siemens Industries, Inc.  
25821 Industrial Blvd.  
Hayward, CA 94545

### 2012 CAFAA Training Calendar

September 11, 12, 13  
Basic Fire Alarm, Testing and Inspection, Troubleshooting  
Warner Brothers Studios, Burbank

October 3, 4  
Understanding the 2010 NFPA 72, Fire Alarm Plan Review  
Novato Fire Protection District, Novato

November 13, 14, 15  
Fire Alarm System Design, Smoke Control Systems, Documentation and Recordkeeping  
Corona Fire Department, Corona

November 27, 28, 29  
Plan Review, Testing and Inspection, Troubleshooting  
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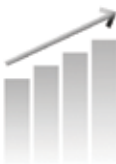
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## SEPTEMBER

|            |                            |              |
|------------|----------------------------|--------------|
| 6.....     | GGAA General Meeting.....  | San Mateo    |
| 6.....     | GVAA General Meeting.....  | Stockton     |
| 10-13..... | ASIS Seminar/Exhibits..... | Philadelphia |
| 12.....    | NSA General Meeting.....   | Las Vegas    |
| 18.....    | SDSA General Meeting.....  | San Diego    |
| 19.....    | OCAA General Meeting.....  | Anaheim      |
| 20.....    | CAFAA State Agencies.....  | Sacramento   |
| 21.....    | CAFAA General Meeting..... | Sacramento   |
| 27.....    | ADI Expo.....              | Santa Clara  |

## OCTOBER

|            |                            |            |
|------------|----------------------------|------------|
| 4.....     | GLASAA Golf Classic.....   | Moorpark   |
| 9.....     | EBAA General Meeting.....  | Richmond   |
| 11.....    | GVAA General Meeting.....  | Stockton   |
| 11.....    | SAAA Fire Forum.....       | Sacramento |
| 17.....    | SVAA General Meeting.....  | San Jose   |
| 17-21..... | Texas BFAA Convention..... | Galveston  |
| 24.....    | RAA General Meeting.....   | Windsor    |
| 25.....    | CAFAA General Meeting..... | San Diego  |

## NOVEMBER

|         |                           |           |
|---------|---------------------------|-----------|
| 9.....  | NSA Holiday Party.....    | Las Vegas |
| 14..... | OCAA General Meeting..... | Anaheim   |

## DECEMBER

|          |                              |               |
|----------|------------------------------|---------------|
| 4.....   | Mid Cal General Meeting..... | Fresno        |
| 6-8..... | CAA Winter Convention.....   | San Francisco |
| 11.....  | SDSA General Meeting.....    | San Diego     |
| 13.....  | SAAA Holiday Party.....      | Sacramento    |
| 13.....  | CAFAA General Meeting.....   | Hayward       |

## 2013 JANUARY

|               |                           |              |
|---------------|---------------------------|--------------|
| 31-Feb 2..... | CAFAA Annual Meeting..... | Palm Springs |
|---------------|---------------------------|--------------|

## 2013 MAY

|           |                   |                 |
|-----------|-------------------|-----------------|
| 6-10..... | PSA-TEC 2013..... | Westminster, CO |
|-----------|-------------------|-----------------|

## CAA CONVENTIONS

|           |                   |                     |
|-----------|-------------------|---------------------|
| 2012..... | December 6-8..... | San Francisco       |
| 2013..... | May 2-4.....      | Palm Springs Hilton |
| 2013..... | December 5-7..... | San Francisco       |
| 2014..... | May 8-10.....     | Palm Springs Hilton |
| 2014..... | December 4-6..... | San Francisco       |
| 2015..... | May 14-16.....    | Palm Springs Hilton |
| 2015..... | December 3-5..... | San Francisco       |

## ASIS 58th Annual Seminar and Exhibits

September 10-13, 2012, Philadelphia, PA

## ISC East

October 30-31, 2012, New York, NY

## 2013

## CAFAA ANNUAL CONFERENCE

January 31- February 2, Hilton Palm Springs

## ISC West 2013

April 9-11, 2013, Las Vegas, NV

## PSA-TEC

Westminster, CO, May 6-10, 2013

## ESA Summer Conference

Nashville, TN, June 17-21, 2013

## ESX Electronic Security Expo

Nashville, TN, June 17-21, 2013

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