

THE MIRROR

PUBLISHED BY THE CAA FOR THE WESTERN STATES SECURITY ALLIANCE
VOLUME XXXI, NUMBER 6 — JUNE 2022

www.CAAonline.org



NEW MEXICO
Security & Life Safety
Association



Sentry AI and USA Central Station Win Prestigious TMA/SSI Monitoring Technology Marvel Award 2022

The Monitoring Association (TMA) and Security Sales & Integration (SSI) Magazine presented the 2022 TMA/SSI Monitoring Technology Marvel Award



Tom Camarda

to Silicon Valley-based Sentry AI and USA Central Station for their joint AI-based video monitoring solution. Hien Nguyen – Sentry AI's Head of Marketing and Tom Camarda – USA Central Station's National Account Executive accepted the award on behalf of the winning companies.



U. D. Chaka

The Marvel Award recognizes professional monitoring centers and solution providers

for the innovation and implementation of cutting-edge technology. The Sentry AI and USA Central Station joint solution seamlessly connects camera systems to a situationally-aware AI engine which sends real-time annotated clips to monitoring agents' familiar interface. The integration makes it possible to monitor even challenging cameras that

TMA/SSI Award, continued on page 3

Industry Celebrated at CAA Palm Springs Convention

More than 300 industry leaders including 90 top providers of products and services gathered at the Hilton Palm Springs May 18-21, 2022 to celebrate the continued growth of the industry.

Haley Ia was awarded the CAA Youth Scholarship Award along with a check for \$5,000 to support her academic pursuits at UCLA. Her father Sgt. Erik Ia of the Fresno police Department along with her mother Samantha and brother joined her onstage at the CAA General Session when she read her winning essay. The CAA, regional chapters and ISC Events fund the annual program which distributes \$15,000 total statewide.

The CAA Mark Schubert Memorial Award honors a regional finalist who is an Associate Member and recognizes their service to the regional and state association. David Morgan of SD Marketing was presented the award by President Mike Salk for his longtime active role in marketing, digital media and marketing for the CAA. ISC Events sponsored the award of \$500 which the recipient may designate for any industry initiative.

The finalists nominated by regional chapters were:

Greater Valley Alarm Association

Josh Jetton - DMP

East Bay Alarm Association

Greater Los Angeles Security Alarm Association

Paul Wassem - Open Eye

Mid Cal Alarm Association

Robert Stoddard - Digital Watchdog

Golden Gate Alarm Association

Inland Empire Alarm Association

Redwood Alarm Association

San Diego Alarm Association

Silicon Valley Alarm Association

David Morgan - SD Marketing

Sacramento Area Alarm Association

Kent Brust - Resideo

Orange County Alarm Association

Les Gold -MSK

CAA Palm Springs Convention, continued on page 3

Finalists for the CAA Mark Schubert Memorial Award were recognized by regional chapters at the CAA Palm Springs Convention. Pictured are RAA President Sean Cooke, finalist David Morgan, GLASAA President David Michel, San Diego President Matt Krueger, IEAA President Jon McNamara, finalist Lessing Gold, SVAA President Deric Morrow, finalist Kent Brust, SAAA President Rich Whitlock and MCAA President Mike Tarin.





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THE MIRROR is published monthly by the

California Alarm Association, a California not for profit association, for the Western States Security Alliance.

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Editorial: Copy is due the 10th of the month preceding publication. **Advertising:** Space reservations due the 10th and copy due the 15th of the month preceding publication.

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CAA PRESIDENT'S MESSAGE

Many of us just got back from the CAA Summer Conference in Palm Springs. It was an awesome event with well over three hundred attendees. I want to give a BIG SHOUT OUT to the VIP Gold, Silver, and Bronze Convention Sponsors for their very generous support that allowed this event to be so successful! We all appreciate you!!

In case you missed it, it was three days filled with education, camaraderie, and fun. Many participated in the CAA Golf Tournament at the Escena Golf Club. There were (24) break out sessions with updates on legislation issues, legal issues, communications pathway changes and educational sessions on new technology, best practices and many more topics.

I would like to thank our keynote speaker Robert Few (Managing Partner, The Connection Xchange) for his great presentation loaded with many great suggestions on adapting your business for growth and success in today's ever changing business climate. He covered all aspects of our businesses including one of the most common problems for all businesses – hiring and retaining young employees.

Thank You Jerry and TeamCAA for making this event happen – job well done!

Now we are focused on scheduling Regional Chapter in-person meetings – watch your emails and the Mirror for meeting notices.

Our next CAA gathering: CAA Winter Conference – San Francisco Fairmont – 11/30/22-12/3/22.

Summer is upon us – it's time for vacations and other outdoor activities. Take a moment to enjoy your precious time with precious family and friends... you will never regret it!!

Stay Healthy and Prosper!

Michael J. Salk
President



By Michael Salk

CAA Palm Springs Convention, continued from page 1

TCX Operating Partner Robert Few presented the keynote address indicating the leading thoughts on growth in the electronic security industry. There were 24 specialty workshops throughout the convention on business management, technology and trends, and new product applications and integration.

The convention supported networking with three hosted receptions, joint meals and special events like the Ladies Lunch and poolside karaoke dinner. The CAA also hosted 90 golfers at the top-rated Escena Golf Club.

The CAA Winter Convention will be held at The Fairmont San Francisco November 30-December 3, 2022. Room rates are \$229 and registration and information is at www.caaonline.org.

The event includes the CAA George A. Weinstock award which will be presented to **Chuck Petrusha** at the CAA Tribute Dinner.



Chuck Petrusha,
2022 CAA George
A. Weinstock Award
winner

TMA/SSI, continued from page 1

generate too many false alarms, provide monitoring agents the insights they need to react promptly to security incidents, and equip security dealers with the tools to ensure system health. Tom Camarda, USA Central Station National Account Executive said "Our collaboration with trailblazer Sentry AI to offer enhanced AI video monitoring is a game changer. We can now offer video guarding, health watch, and/or talk down features as part of a smarter security-surveillance system. Not only does it add recurring monthly revenue and generates new subscriber long-term contracts; it increases more value-added services and improves surveillance companies' net worth. Seeing is believing and from the central station standpoint."

"AI technology is critical for monitoring centers to support the explosive growth of video monitoring being demanded by customers. We are thrilled to receive the award from industry prognosticators TMA & SSI, as timely recognition of our cutting-edge AI solutions that are transforming the security monitoring industry. As demonstrated by our partner and industry pioneer, USA Central Station, our innovative solution is also practical, integrates with all leading monitoring center software without modifications, and can be easily adopted by any security provider to improve the safety and security of our communities worldwide" said Uday Kiran Chaka, CEO/ Founder of Sentry AI.



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After an external audit of DMP's ISO-9001:2015 Quality Management System, **DMP** achieved recertification with no non-conformances. "The successful completion of this audit is a testament to the dedication that DMP has to its business and quality systems which have been put in place to ensure that we provide the highest quality parts and services to our customers," said DMP's Director of Corporate Quality, Chris Montgomery.



JONARD TOOLS has introduced three new adjustable wrenches to suit user needs on both extremes of the size scale. The Adjustable Wrench 18" with Extra Wide Jaws (AW-18) has a jaw capacity that opens to 2.08" (53 mm) wide; the Adjustable Wrench 15" with Extra Wide Jaws (AW-15) has a jaw capacity that opens to 1.69" (43 mm) wide; and the Adjustable



Wrench 4" with Extra Wide Jaws (AW-4) the smallest of the line, has a jaw capacity that opens to 0.511" (13 mm) wide. Each wrench is made from high carbon steel and is heat-treated for maximum strength and durability. They also fea-

ture a precision-formed knurled worm gear for smooth movement, English and Metric scales on either side of the wrench, and ergonomically designed handles that are vinyl-dipped for comfort. Each wrench also complies with ASME B107.8-2003 and ASNI standards. The AW-16 and the AW-18 are perfect tools for taking on bigger tasks such as working on utility pole hardware, while the compact design of the AW-4 makes it perfect for working in small or tight spaces and is small enough to fit in any pocket.

NAPCO SECURITY TECHNOLOGIES introduced new



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SNAP ONE announced the launch of eight new Snap One Local Partner Stores and the new locations expand Snap One's physical footprint to 34 locations across North America and offer local Partners product training, same-day delivery and expert assistance from knowledgeable professionals.



"The pandemic delayed our celebrations for several locations that officially opened in 2021, so we are now inviting our local integrator Partners in these locales to reconnect with our teams and vendors and promote the new local shopping experience," Zidek said. "We'll also invite all

attendees to join our new rewards program so they can immediately start earning rewards for sales milestones including free shipping, additional training, progressive product discounts, enhanced support,



quarterly rebates and more." The company provides software, award-winning support, and digital workflow tools to help its integrator partners build thriving and profitable businesses. Additional information about Snap One can be found at snapone.com.

Snap One celebrated opening their 34th distribution center.



DMP's Darin Porter, Robert Spencer, Adam Fisher, and Edward Zachar delivered **THE MIRROR** and some quality training at **NMC** in Irvine, CA.

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Are You Sure Your Website Terms and Conditions and Privacy Policy Are Enforceable? Maybe Not!

By Susan Kohn Ross and Lucy Holmes Plovnick, MSK

One of the many challenges facing companies that do business online is taking the steps necessary to make sure their website terms of service and privacy policies (and any other terms and conditions) are enforceable to the greatest extent possible in case of a dispute with their customers/users. There is no specific formula to follow but yet another court has recently issued a reminder holding that simply including a statement saying accessing our website binds you to our policies (whether the terms of service, terms of use, privacy policy or any other) is not enough.

As a general proposition, to form a contract under the laws in most jurisdictions, both parties to the contract must manifest their assent to the terms of the agreement. While this traditionally happens through written communications or verbal discussions, parties may also manifest agreement through their conduct. However, conduct is not effective as a form

of agreement unless the party engaging in the conduct intends to do so and knows or has reason to know what the other party may infer from the conduct taking place. These principles are very important when evaluating whether a party has adequately manifested his or her agreement to the terms and conditions appearing on a website.

This key contract point was reinforced in a recent court decision, see *Berman v. Freedom Financial Network, LLC*, No. 20-16900 (9th Cir. 2022) (“Berman”), wherein the 9th Circuit affirmed the district court’s order denying defendants’ motion to compel arbitration, ruling that plaintiffs were not bound by a mandatory arbitration clause that was included in a website’s terms of service absent some evidence that plaintiffs had actually agreed to that clause. In its decision, the 9th Circuit discussed the two different types of agreements commonly used in connection with website policies: (1) “clickwrap” agreements, in which a website presents users with specified contractual terms on a pop-up screen and users must check a box explicitly stating “I agree” in order to proceed; and (2) “browsewrap” agreements, in which a website offers terms that are disclosed often only through a hyperlink and the user supposedly manifests assent to those terms simply by continuing to use the website.

“Clickwrap” agreements are usually found to be enforceable by courts, since they provide a website user with notice of the terms of the agreement and require an affirmative act on his or her part (clicking a box) to proceed. “Browsewrap” agreements, however, are less likely to be enforced by courts, because in those situations website users are often unaware of the terms of the agreement, or that their continued use of the website would be considered acceptance of any stated terms.

In *Berman*, the defendants included a mandatory arbitration clause in small print as a part of a browsewrap terms of service agreement. Plaintiffs argued they did not see the mandatory arbitration clause and had not assented to it.

The 9th Circuit ruled the small print arbitration clause, in a browsewrap agreement, was insufficient to form a binding contract under New York and California law.

The 9th Circuit also noted the defendants did not argue that plaintiffs had actual notice of the mandatory arbitration clause, and could not establish enough facts to demonstrate that plaintiffs were on inquiry notice of the website’s terms and conditions because the notice was not conspicuous enough, and the hyperlink that would have taken the website user to the terms of service was not readily apparent.

The Court also found that plaintiffs did not take any actions that unambiguously manifested their assent to the terms of service while browsing the website. Given these findings, it was not surprising when the 9th Circuit affirmed the lower court’s ruling, holding the mandatory arbitration clause in the terms of service was not binding on plaintiffs, a ruling that is consistent with many others published by courts throughout the country.

As a practical matter, *Berman* underscores yet again that businesses should work with their web designers to make sure that notice of any terms and conditions with which the company intends to bind its customers/users should be clear and conspicuous on their websites, and the presentation of those terms and conditions should be accomplished by website design features that require users to affirmatively agree to the terms and conditions in question. One way to accomplish this is by incorporating a clickwrap agreement into the website’s design. In addition, hyperlinks that take users to additional terms of service should be clear so that users are not required to ferret them out.

While *Berman* addressed only terms of service (often called terms of use), its holding applies equally to any privacy policy a company may post on its website, PLUS, each time there are updates to any website posted policies, among other steps, the company must also keep evidence its customers/users accepted those changes. Different companies implement this requirement differently, but the first rule when it comes to establishing anyone is bound by your terms and conditions is to be able to provide tangible evidence the party in question actually accepted those provisions.

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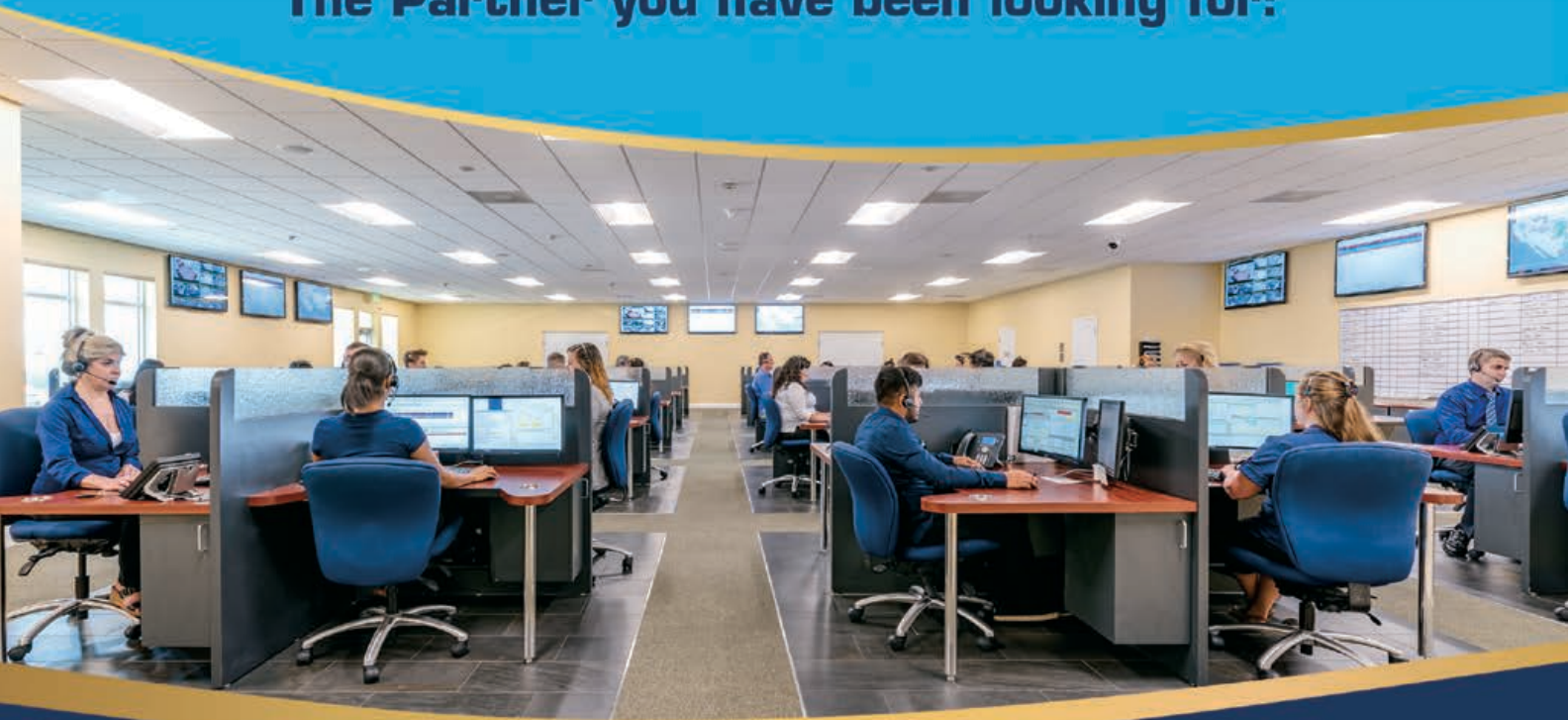


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TMA NEWS

TMA Opens Review for TMA-AVS-01 Alarm Validation Standard

The Monitoring Association (TMA) Standards Committee has opened a Preliminary Technical Review Period for its TMA-AVS-01 Alarm Validation Standard. Initiated in 2020, the standard provides a method of creating an alarm scoring or classification metric for unauthorized human activity detected by alarm systems that will assist law enforcement with resource allocation and Call-for-Service prioritization. The purpose of this optional review process is to allow interested stakeholders to provide feedback prior to the commencement of the official ANSI public comment period. Professionals from across the physical security industry, law enforcement, and emergency communications are asked to review and submit comments. All comments must be received through the TMA portal no later than 8:00 PM ET on Friday, June 17, 2022. All interested may access the draft document at <https://tma.us/wp-content/uploads/2022/05/AVS-01-Committee-Draft-Rev-24.pdf> and the TMA online comment form at <https://tma.us/avs01commentform>. If you have any questions or comments, please contact Bryan Ginn at bginn@tma.us.

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Taking place March 28-31, 2023 at the Venetian Expo in Las Vegas, the International Security Conference & Exposition – also known as ISC West – is the leading comprehensive & converged security trade event in the U.S. At ISC West, you will have the chance to network and connect with thousands of security & public safety professionals, learn from the dynamic SIA Education@ISC program, plus explore the latest technologies in Access Control, Alarms & Monitoring, and Video Surveillance, while discovering emerging trends in Drones & Robotics, IT & IoT Security, Smart Home Solutions, and more. Offering the combination of products, educational programming, and networking opportunities all in one place truly makes ISC West the premier destination to showcase innovation and discover what is new and next in the industry.

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Palm Springs Activities - Summer 2022



Doug Farkas, Ken Gould and Robert Few tee off at the CAA Palm Springs Golf Tournament.



Malcolm D'Acosta and Peter Clay of Eagle Eye Networks welcomed Ted Link of ABA Alarm Company to the CAA Palm Springs Convention.



CAA President Mike Salk thanked the closing session panelists Robert Few, Hal Lewis, David Michel, moderator Lessing Gold and Kenneth Gould.



Greg Cortina of Dahua Technologies gets up to date with THE MIRROR briefing by CAA Past President Tony Smith.



CAA staff Ryan Makovsky and Dan VanHart welcome John Kaloper and Sigi Ruiz of Johnson Controls/DSC/Qolsys to the CAA Palm Springs Golf Tournament.



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Palm Springs Activities - Summer 2022

It was standing room only to welcome the CAA Youth Scholarship winner Haley Ia.



Robert Few of TCX explored the future of the industry and strategies for growth during his keynote presentation.

Nearly 100 of the industry's best golfers (according to an internal poll) participated in the CAA Palm Springs Golf Tournament at the Escena Golf Club.



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Palm Springs Activities - Summer 2022



Gold sponsors Digital Watchdog, WBFAA and Alarm.com were recognized at the CAA General Session.



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Bronze sponsors recognized were ADI, Alula, AvantGuard Monitoring Centers, Eagle Eye Networks, M2M Services, Observables, OpenEye, Reitman Consulting Group, Salto Systems, simPRO and VFS Fire & Security.



MCAA President Mike Tarin, judge Sam Aviles, Ia family, CAA Scholarship Chair Lilianne Chaumont and judge Bob Jennison congratulated Haley.



MCAA President Mike Tarin and CAA Scholarship Chair Lilianne Chaumont celebrated the win with the Ia family.

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Denis Cooke, President

Palm Springs Activities - Summer 2022



Robert Few of TCX received thanks from CAA President Mike Salk for delivering the keynote address.



Mike Salk presented David Morgan of SD Marketing with the CAA Mark Schubert Memorial Award for service to the associations.



David Morgan receives congratulations from finalists, regional chapter presidents and CAA President Mike Salk.



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Dave Michel, President

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GLASAA Meetings and Events

Please visit our website at www.glasaaonline.org.



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Richard Jimenez, Vice President

IEAA is a professional association of alarm companies and leading industry specialists, focusing on bringing together the best resources possible for the mutual benefit of all members and associates. It is our goal to bring knowledgeable people together as a resource to better protect your business and your customers' safety. Please make time to come out and be a part of what I believe is the future of the alarm industry in California. Professional, Beneficial, Informational.

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.



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Joe Castro, President

GVAA MEETINGS

Our meetings are held at Custom Electronic Supply, 1324 Dupont Court, Manteca 95336 and they start at 11:30 a.m. GVAA meetings are held on the second Thursday of every third month (once a quarter) at the above location. Please contact Joe Castro at 209-384-3305 or by email at josephc@alarmwatch.com for more information.

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EAST BAY ALARM ASSOCIATION

www.ebaaonline.org

Tim Westphal, EBAA President

EBAA Meetings - RSVP to 800-437-7658 or info@caaonline.org.

- August 31: Virtual Meeting TBD
- November 30: In-Person Meeting @ CAA Winter Convention

Meeting Topic Considerations

- Building relationships with public safety
- Legislation affecting the alarm industry
- Local ordinances affecting the region
- Latest technology and solutions

For questions, please reach out to Treasurer Deric Morrow 510-432-8130 deric.morrow@amag.com.



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GOLDEN GATE ALARM ASSOCIATION

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Paul Wassem, OpenEye Business Development Manager
408-307-7725

Updated Meeting Calendar for 2022

- August 31: Virtual Meeting TBD
- November 30: In-Person Meeting @ CAA Winter Convention

Meeting Topic Considerations

- Building relationships with public safety
- Legislation affecting the alarm industry
- Local ordinances affecting the region
- Latest technology and solutions

For further information, contact the CAA at info@caaonline.org or call 800-437-7658.



www.svaaonline.org

Deric Morrow, President AMAG

Ph. 415-602-7173

E-Mail: deric.morrow@amag.com

SVAA Information

If you are not on our e-mail list, please contact Deric Morrow at 510- 921-3987 or deric.morrow@jci.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.

MEETINGS

- August 31: Virtual Meeting TBD
- November 30: In-Person Meeting @ CAA Winter Convention

Meeting Topic Considerations

- Building relationships with public safety
- Legislation affecting the alarm industry
- Local ordinances affecting the region
- Latest technology and solutions



REDWOOD ALARM ASSOCIATION

www.raaonline.org

Sean Cooke, President

RAA MEETINGS

- August 31: Virtual Meeting TBD
- November 30: In-Person Meeting @ CAA Winter Convention

Meeting Topic Considerations

- Building relationships with public safety
- Legislation affecting the alarm industry
- Local ordinances affecting the region
- Latest technology and solutions

For questions about the association, please contact Sean Cooke at scooke@allguard-systems.com or 800-255-4273.

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Matt Kruger, President

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. The preferred method is to send your excel customer list electronically by email to Hilda Gonzalez-Reed at hgonzalezreed@pd.sandiego.gov. If you have any questions, please contact Hilda Gonzalez Reed at hgonzalezreed@pd.sandiego.gov or 619-531-2247. Visit our website www.sandiegosecurityassociation.org.

The San Diego Police Department Permits Division reminds all alarm companies that they are required to have a valid alarm permit for the premise being installed, prior to the installation of an intrusion or fire system. The alarm company is responsible for obtaining or verifying the existence of an existing alarm permit for the premise. For information, please contact SDPD Permits Division – Frank Dragula 619-531-2364 Fdragula@pd.sandiego.gov



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OCAA Officers

President - Elizabeth Courtney, Beacon Security

Vice President - Lisa Beale, American Alarm Systems

Secretary/Treasurer - Tatiana Abramek, NMC

Visit www.OCAAonline.org for more information.

Meeting Dates 2022

- September 21 – Virtual Meeting – Program Pending
- November 9 – Police Department Appreciation Lunch

By Elizabeth Courtney, OCAA President

This year the Orange County Alarm Association is focusing its' efforts on recognizing our law enforcement partnerships. We are endeavoring to build stronger, real-life relationships with our law enforcement partners. We have much to learn about law enforcement issues and we have much to teach in return.

We are encouraging our Chapter members to initiate and cement relationships by meeting with their local law enforcement agencies. Consider simply dropping by the station unannounced with donuts, coffee, pizza or sandwiches. Shift changes present a unique opportunity.

For more information about OCAA activities, contact the OCAA office at 800-437-7658 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.



www.saaaonline.org

Rich Whitlock

rich.whitlock@anixter.com

530/604-5067

SAAA MEETINGS

We have set dates for upcoming SAAA events:

- August 11, 2022 ~ Top Golf in Roseville
- October 13, 2022 ~ SAAA Fire Forum at the Sacramento Regional Fire Museum
- December 8, 2022 ~ Holiday Party, Awards and Elections at the Holiday Inn

More details to follow as we get closer to the dates.

Do you have the initiative? Please contact Tauni Wallace tauni.wallace@honeywell.com, Rich Whitlock rich.whitlock@anixter.com or Kent Brust Kenton.Brust@honeywell.com for more information.

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The CBFAA is happy to announce the winner of the 2022 Colorado Burglar & Fire Alarm Association Youth Scholarship award: **Miss Savannah Mendenhall** of Meeker, Colorado! Savannah is the daughter of Firefighter Gardener Mendenhall of the Rio Blanco Fire Protection District.

Meetings

- CBFAA General Meeting - Wynkoop Brewery, Denver - June 9, 4:00pm
- CBFAA General Meeting and Board of Director elections- September 14
- CBFAA Youth Scholarship Fundraiser - TopGolf, Centennial, CO - October 6

CBFAA is looking for members to join the CBFAA Board of Directors. Do you want to help shape the direction of your industry and CBFAA? Considering joining the CBFAA Board of Directors. Contact us for more information. Elections are planned for September 2022.

Join your industry colleagues as a member of CBFAA. Membership applications are online at www.cbfaa.org or contact us at cbfaa@cbfaa.org

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The Utah Alarm Association invites all concerned professionals and other parties (Police, Fire, government, etc.) to join us for our monthly false alarm meeting, now in its 34th year.

We meet the third Tuesday of each month at Jim's Family Restaurant, 1728 Park Ave, Riverton, Utah 84065 at 8:30AM. We encourage all to come out for free breakfast and discuss false alarm reduction, industry standards, best practices, etc.

The Association is proud of our 2021 false alarm dispatch numbers. Our false alarm rate for residential dispatches is .08, that is one dispatch per system every 12.5 years. Our commercial false dispatch rate is .33, that is one dispatch every 3 years. Combined is .14 or one false dispatch every 7 years.

We look forward to your help as we work towards reducing our false alarm rate.

If you would like to sponsor one of these meeting or have questions about the association, please feel free to contact a member of the board.

CAA WINTER CONVENTION 2022 NOV. 30 - DEC. 3

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Daniel Reichman and Joelle Grunblatt of Ai-RGUS present at NSA May, 2022 meeting.

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Sheriff Joe Lombardo and Lt. Jose Hernandez with NSA Board in May.

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NSA had a great in-person meeting in May. Our guest speaker was Las Vegas Metropolitan Police Department Sheriff Joe Lombardo. We had some great information about how Metro has been handling security at big events such as the NFL Draft, crime statistics, the completion of the new Training facility and future plans.

Thank you to our meeting sponsor Ai-RGUS. Joelle Grunblatt and Dr. Daniel Reichman provided NSA members with information on their new AI technology and how it aids customers with managing their camera systems. Thank you!

Would you like to have a stronger voice in your industry? Consider becoming an NSA board member or joining a committee. NSA elections at our September meeting. Contact NSA for more information on how you can participate.

Have you renewed your membership for 2022? Not yet a member? Download a Membership application on our website www.nevadasecurityassociation.org or contact us today admin@nevadasecurityassociation.org


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OBFAA Membership

Please contact us if you would like to be a member of the OBFAA. Being part of the OBFAA has many benefits such as the latest news dealing with the alarm industry in the Pacific Northwest, OBFAA represents You and Your opinion to consumers, lawmakers and the public at large. The bigger the organization, the louder its voice.

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Please contact susan@azalarms.org if you would like to become involved.

MORE TMA NEWS / TMA and Security Systems News Announce Leadership Award

The Monitoring Association (TMA) and Security Systems News have partnered to create a Diversity, Equity, and Inclusion (DEI) Leadership Award with the goal of promoting and fostering a more inclusive workforce throughout the security industry.

"TMA, together with Security Systems News, seeks to be an agent of change and to raise awareness of the significance and the value of DEI initiatives within the security business sector. We're proud to introduce this new award as a means to bring this critical issue to the forefront, to inform, and to empower companies to embrace and embed these core principles," stated Celia T. Besore, CEO, TMA. Learn more online at <https://tma.us/about-tma/>.

TMA's Automated Secure Alarm Protocol Welcomes Denver City and County - Its 104th ECC

The Monitoring Association (TMA) welcomed its 104th US-based PSAP/Emergency Communication Center (ECC) to its ASAP-to-PSAP service on April 12, 2022. The Denver 9-1-1 Communications Center is the 2nd agency in the state of Colorado to implement ASAP-to-PSAP. Launched in 2011 as a public-private partnership, TMA's ASAP service is designed to increase the accuracy and efficiency of calls for service from alarm companies to Emergency Communication Centers (ECCs).

"TMA's ASAP-to-PSAP service has added 21 ECCs in the last twelve months. The rate of adoption is rapidly increasing across the U.S.,"

stated TMA President Morgan Hertel. "The recent addition of major metropolitan cities like Atlanta and Denver is a testament to the protocol's high level of effectiveness and efficiency in life-saving scenarios. ASAP-to-PSAP now services 12% of the U.S. population." Learn more about TMA's ASAP service online at www.tma.us/asap/.

2022 TMA/SDM Excellence Awards

The Monitoring Association (TMA) is pleased to announce the winners of its 2022 Excellence Awards and Marvel Technology Award (see page 1). This year's excellence awards were presented virtually on Monday, April 25th by TMA President Morgan Hertel and the award sponsors, SDM Magazine and SSI Magazine. This year's winners are:

- Monitoring Center of the Year – Enterprise

AvantGuard Monitoring Centers

- Monitoring Center of the Year – SMB

EPS Security

- Monitoring Center Manager of the Year

Marcos Reyes, Kimberlite-Sonitrol Corporation

- Monitoring Center Operator of the Year

Sydney Johnston, EPS Security

- Monitoring Center Support Person of the Year

LaMar A. Shroyer, Dynamark Monitoring, Inc.

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WBFAA BOARD OF DIRECTORS

The officers and board of the WBFAA are made up of the following industry people:

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DIRECTOR
Morgan Hertel, Rapid Response

WBFAA UATC Apprentice Enrollment for Fall Semester Class Open

Member companies can register new apprentices anytime. If you will be hiring new apprentices or technicians, member companies are encouraged to send job postings to info@wbfaa.net and we will send to our list of qualified prospects. The WBFAA UATC is open to member companies of the CAA or CAFAA who require having registered apprentices with the State of California. Call the WBFAA UATC at 800-809-0280 if you are interested in joining.

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 and the state does not send out reminders. For information on the Electrician Certification Program visit 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.

CSLB Enforces Zero Tolerance

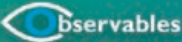
The Contractors State License Board (CSLB) is legally required to open an investigation and initiate disciplinary action against the contractor (which may include license suspension or revocation) within 60 days of receipt of a referral or complaint from the Department of Industrial Relations' Division of Apprenticeship Standards (DAS). Labor Code Section 3099.2 stipulates that anyone who performs work as an electrician for C-10 Electrical contractors shall hold an electrical certification card issued by DAS; DAS is required by Labor Code Section 3099.2 to report violations to CSLB. Learn more about electrician certification by visiting the Division of Apprenticeship Standards website. www.dir.ca.gov/DAS/ElectricalTrade

WBFAA UATC Offers Online Continuing Education

The WBFAA UATC is offering an online continuing education program for electronic security systems technicians with more than 50 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 or www.wbfaatraining.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 or call the WBFAA UATC at 800-809-0280.



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BSIS seeks industry members and the public to serve on
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INDUSTRY VACANCIES:

(must hold a valid BSIS license)

- Alarm company operator
- Collateral recovery
- Private investigator
- Private security services—training instructor (Northern Region)

PUBLIC VACANCIES:

- Alarm company operator
- Private security services (Northern Region)
- Private security services (Southern Region)

WHAT'S A DRC?

Disciplinary Review Committees (DRCs) are comprised of five members, appointed by the governor, with three members actively engaged in business as licensees and two members from the general public who are interested in public safety. DRCs are established to consider appeals regarding the Bureau's denials, suspensions, and revocations of licenses under its purview, as well as the assessment of administrative fines.

WHO CAN APPLY?

Applicants must be interested in public safety, be able to utilize objective critical thinking skills, and attend meetings consistently and punctually. Californians from all backgrounds are encouraged to apply!

WHY SHOULD I SERVE?

Serving in a DRC gives licensees a chance to lead, influence, and enforce their industry standards. For members of the public, getting involved in a DRC is a great way to learn more about consumer protections, serve your community and your state, and build your resume!

WHAT'S THE COMMITMENT?

Members serve a two-year term at the pleasure of the governor. Depending on the needs of the specific committee, meetings are held 2–12 times per year. Pursuant to Business and Professions Code Section 103, appointed members shall be paid a per diem of \$100 and shall be reimbursed for travel expenses.



READY TO LEARN MORE?

For further info about the Bureau's Disciplinary Review Committees, to sit in on a public hearing, or to learn how to apply, visit https://bsis.ca.gov/about_us/disciplinary_review_committees.shtml or email Alyse Hutchinson at Alyse.Hutchison@dca.ca.gov.



WESTERN STATES SECURITY ALLIANCE
CALENDARS 2022 - 2026

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CAA CONVENTIONS - 2022 - 2026

CAA WINTER CONVENTION - Fairmont San Francisco

November 30 – December 3, 2022
December 6 – December 9, 2023
December 4 – December 7, 2024
December 3 – December 6, 2025
December 2 – December 5, 2026

CAA PALM SPRINGS CONVENTION - Hilton Palm Springs

May 17 – May 20, 2023
May 15 – May 18, 2024
May 14 – May 17, 2025

INDUSTRY EVENTS 2022-2023

June 14-17, 2022

ESX, Ft. Worth, TX

September 11-15, 2022

TMA OPSTech, Charlotte, NC.

October 29 – November 2, 2022

TMA Annual Meeting, Marco Island, FL

November 16-17, 2022

ISC East, New York, NY

2023 - November 4-8, 2023

TMA Annual Meeting, Kapalua, Maui, Hawaii

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BSIS Address and Telephone Numbers

Bureau of Security and Investigative Services
2420 Del Paso Road, Suite 270, Sacramento, California
95834.

The following are a list of important Bureau numbers to
update your records:

Main Number: 916/322-4000
Toll Free Number: 800/952-5210
Licensing Fax Number: 916/575-7290
Enforcement Fax Number: 916/575-7289
Email: bsis@dca.ca.gov
Web Homepage: www.dca.ca.gov/bsis

CONTACT THE CAA

California Alarm Association

333 Washington Blvd., Suite 433, Marina del Rey, CA 90292

TEL 800/437-7658 FAX 800/490-9682 www.CAAonline.org info@CAAonline.org

Jerry Lenander, Executive Director director@caaonline.org

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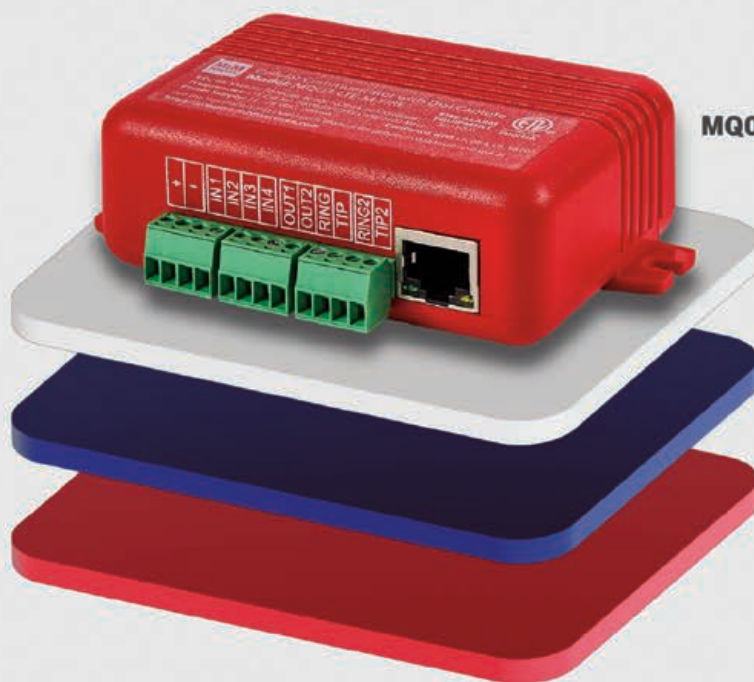
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