



TACKLING FALSE ALARMS

One of the interesting things about operating a central station is observing the large amount of data that is handled. I think most people assume that our operators simply relay information to the fire and police departments when we receive an alarm signal. In reality, we handle thousands of various incoming signals each day, and do our best to make sure we are not dispatching emergency personnel unnecessarily. A majority of the signals we receive are system status messages, indicating a particular user has armed or disarmed a system, automated test signals, or system health issues indicating a loss of power, low battery or wiring faults. When we do receive alarm signals, we analyze them to determine if emergency personnel should be dispatched. Many times we see an alarm signal shortly after a system was armed, and by calling the user on their cell phone we can determine if it was an accidental activation or if we should dispatch police. One of the newest tools is to view a video clip of the area that activated the alarm, and determine the problem. We recently completed a new system for an automotive dealer with a large fenced in lot. Their business hours started at 8am, but we received a signal there was activity inside the fenced in area at 6am. The video clip showed a garbage truck emptying the dumpster, and the customer confirmed that was okay, they just forgot about them coming in early in the morning. With residential smoke alarms, we also call the premises first, and most of the time it is related to cooking and the fire department is not needed. National statistics indicate that over 90% of the police dispatches for alarm signals are not the result of criminal activity, and that alarm monitoring firms can significantly reduce unwanted dispatches by taking the steps we have been using to verify emergency response is needed before dispatching. It appears that approximately 80% of false alarm signals are the result of users not securing the building properly or not arming the system correctly, and the remaining 20% are related to equipment malfunctions, power surges, lightning strikes, and other undetermined causes. We will continue to make every effort to eliminate false alarm dispatches, and appreciate our customer's assistance by providing cell phone numbers for system users, and letting us know when they suspect any type of equipment problem.

POLICY UPDATE

We are changing our policy on AC power loss signals for residential customers, and unless you request otherwise, we will not call you for an AC power loss signal between 11pm and 8am. If you would like to be notified during those hours, please call Tammie or Tracy at (800)283-3659

IS YOUR CALL LIST CURRENT?

Please be sure the information you have provided us for contact persons and phone numbers is still current. We are actively working to make sure we have current cell phone numbers as well, if you have changed personnel or phone numbers for your call list, please help us update our records. Please contact Tracy Morgan at tracymorgan@safetysystems.net or (800)283-3659 to get a copy of our call list for your account, or to provide updated information.

“QUARTERLY QUOTATION”

“All you need to grow fine, vigorous grass is a crack in your sidewalk” – Will Rogers

ACTIVITY STATS

Our central station alarm activity for January, February, and March is as follows:

- **Burglaries:**
 - Commercial..... 1
 - Residential..... 0
 - Educational..... 2
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 1
- **Fires:**
 - Commercial..... 2
 - Residential..... 2
- **Individuals apprehended..... 4**

COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800)283-3659**. Our fax number is (517)782-5670. If you prefer to contact one of us directly, we've provided our company directory.

Administration:

Jodi Decker, CEO (517)782-9541
jodidecker@safetysystems.net
Dan Decker, President (517)782-9817
dandecker@safetysystems.net

Central Station:

Tammie Moore, Manager (517)782-6005
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Tracy Morgan, Supervisor (517)782-5980
tracymorgan@safetysystems.net

Technical Services:

Gerry Soules, Manager (517)782-5998
geraldsoules@safetysystems.net
Dawn Brown, Scheduling (517)782-5948
dawnbrown@safetysystems.net

Adrian Area Supervisor:

Tim Pepper (517)263-9100
timpepper@safetysystems.net

Lansing Area Supervisor:

Steve Pierce (517)484-3072
stevepierce@safetysystems.net

Fire Alarm Systems Testing:

Kurt Scott, Manager (517)782-5941
kurtscott@safetysystems.net

Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517)782-5946
jeffcattell@safetysystems.net

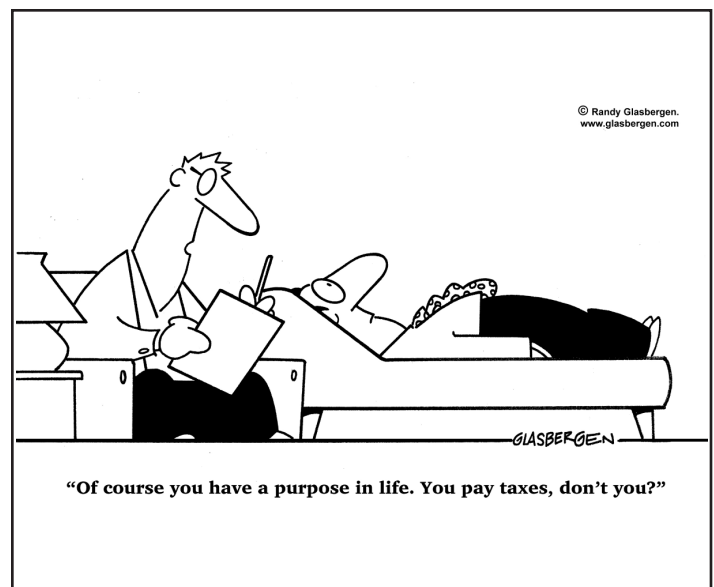
Customer Service and Sales:

Toll Free: (800)283-3659

Mike Harley, VP, Sales Manager (517)782-5999
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