



ECV NOW REQUIRED IN DETROIT

Enhanced Call Verification (ECV) is now a requirement for alarms dispatched through the Detroit Central Dispatch. Effective December 1, 2010, alarm companies are required to make a minimum of two calls to the customer contacts to verify a police response is required before dispatching on a security system alarm signal. As government budgets shrink, police departments simply cannot afford to respond to situations where they are not required. Consequently, our industry is working on several fronts to find ways to eliminate unnecessary dispatches of police resources. Where cities have implemented ECV, it has resulted in an average 25% drop in calls dispatched to the police. The vast majority of alarm activations result from user error, and by calling the premises and the contact list before dispatching, a large number of signals can be filtered out by the central station.

A second method of reducing police dispatches is by sending detailed information about the source of the alarm signal. Known as Point Identification, we can identify in our central station the specific device that activated an alarm signal, which sometimes helps our customer identify when a police response is not needed. At the fire alarm code technical meetings in San Diego this January, the International Association of Fire Chiefs recommended that Point ID be used on fire alarm systems as well, to help fire departments assess the appropriate response vehicles when a fire alarm is activated. I'm happy to report that Safety Systems has been an early adopter of the Point ID concept, introducing this back in 1989 and utilizing it exclusively since then.

We have also been careful to select equipment that incorporates the latest technological advances to help minimize alarm signals from user error and equipment malfunction. Our systems now report to our central station when an alarm signal is generated right after the system is armed, indicating a possible exit error. We have extensively utilized "quad" passive infrared motion detectors, which offer superior tolerance to environmental conditions that cause other motion detectors to report an alarm signal.

We are continuing to gather cell phone numbers for persons on customer contact lists, as this seems to offer the best method of complying with enhanced call verification requirements.

WELCOME BACK TO THE TEAM!

We are pleased to welcome back Mike Anderson to our Sales team! Mike worked for Safety Systems for over 12 years in the 1980's and 90's, and has now rejoined our staff. Mike handles our full product line, with a specialization in working with electrical contractors installing fire and security systems.

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@safetysystemsinc.net or (800)283-3659 to get a copy of our call list for your account, or to provide updated information.

“QUARTERLY QUOTATION”

“The taxpayers are sending congressmen on expensive trips abroad. It might be worth it except they keep coming back!”

– Will Rogers

ACTIVITY STATS

Our central station alarm activity for October, November, and December is as follows:

- **Burglaries:**
Commercial..... 9
- **Holdups:** 0
- **Fires:**
Commercial..... 0
- **Individuals apprehended..... 1**

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@safetysystemsinc.net
Dan Decker, President (517)782-9817
dandecker@safetysystemsinc.net

Central Station:

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

Technical Services:

Gerry Soules, Manager (517)782-5998
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Adrian Area Supervisor:

Dave Sowle (517)263-9100
davesowle@safetysystemsinc.net

Lansing Area Supervisor:

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

Fire Alarm Systems Testing:

Kurt Scott, Manager (517)782-5941
kurtscott@safetysystemsinc.net
Dawn Klavon, Scheduling (517)782-5948
dawnklavon@safetysystemsinc.net

Fire Extinguishers/Suppression Systems:

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

Customer Service and Sales:

Toll Free: (800)283-3659
Mike Harley, VP, Sales Manager (517)782-5999
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