



## WE'RE 50!

In honor of our 50th anniversary this year, I thought I would share some of the memories we've acquired! One of our early customers was Paul, who had a business in a rural area, pretty much on the county border and twenty miles from the nearest city. He had several break-ins, and was concerned about the police response time. Paul had us configure his alarm system so that it triggered an alarm in his house when the business alarm activated. One night he was awakened by his alarm, and grabbed his shotgun for protection, but couldn't find any shotgun shells. He called his dad, and asked him to meet him at the business with some shotgun shells. Paul got to his business, opened the door, and found himself face to face with a burglar. He pointed the shotgun at him and ordered him to the floor. Out of the corner of his eye he noticed a second burglar, getting ready to throw something at him. He pointed his gun at the second guy and told him "I'll shoot this if you don't get down on the floor." The second burglar paused, and then joined his buddy on the floor about the same time Paul's dad arrived with ammunition for the shotgun. Paul loaded the gun, and his dad called the Sheriff for assistance. The dispatcher told them they were pretty busy, and it may be awhile before a deputy arrived. Paul's dad responded "That's okay; they're just lying on the floor." Apparently the dispatcher read more into that statement, and assumed the burglars had been shot! Paul said in no time at all, they had multiple deputies respond to the scene! The suspects were taken to jail, probably irate that they had been captured by a guy with an unloaded gun. Paul was intrigued by the possibilities he saw with alarm systems, and ended up closing his business and going to work with my dad full time as an alarm technician. Ironically, the guy that didn't have shells for his shotgun turned out to be a stickler for details, and ended up managing our technical department for nearly fifteen years before retiring! He was my boss when I started working during summer breaks in high school, and impressed on all of us the

value of doing the job right the first time! Special thanks to my dad for retrieving this gem from his archives when I asked for his help writing this!

## PHONE LINE CHANGES/CANCELS

Please check with us before cancelling or changing your telephone service. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!

## "QUARTERLY QUOTATION"

*"When a man opens a car door for his wife, it's either a new car or a new wife." – Prince Philip*

## 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 Tracy or Sandy at (800) 283-3659.

# ACTIVITY STATS

Our central station alarm activity for July, August, and September is as follows:

- **Burglaries:**
  - Commercial/School..... 1
  - Residential..... 0
  - Financial ..... 0
- **Holdups:**
  - Commercial..... 1
  - Financial Institution..... 0
- **Fires:**
  - Commercial..... 0
  - Residential..... 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@safetysystems.net

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

## Monitoring Center:

Tracy Morgan, Manager (517) 782-5980  
tracymorgan@safetysystems.net

## Technical Services:

Steve Lee, Manager (517) 782-5998  
stevelee@safetysystems.net

Dawn Brown, Scheduling (517) 782-5948  
dawnbrown@safetysystems.net

## Adrian Area Service:

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

## Lansing Area Service:

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**

Steve Carlson, VP/Sales Mgr. (517) 782-5999  
stevecarlson@safetysystems.net

Amber Barber, Sales Coordinator (517) 782-5940  
amberbarber@safetysystems.net

Mike Anderson - Lansing (517) 485-4558  
mikeanderson@safetysystems.net

Rob Davis - Jackson (517) 782-9517  
robdavis@safetysystems.net

Chad Gleeson - Jackson (517) 782-5969  
chadgleeson@safetysystems.net

Bob Magill - Livonia (734) 838-0434  
bobmagill@safetysystems.net

Mike Rosso - Livonia (734) 838-0435  
mikerosso@safetysystems.net

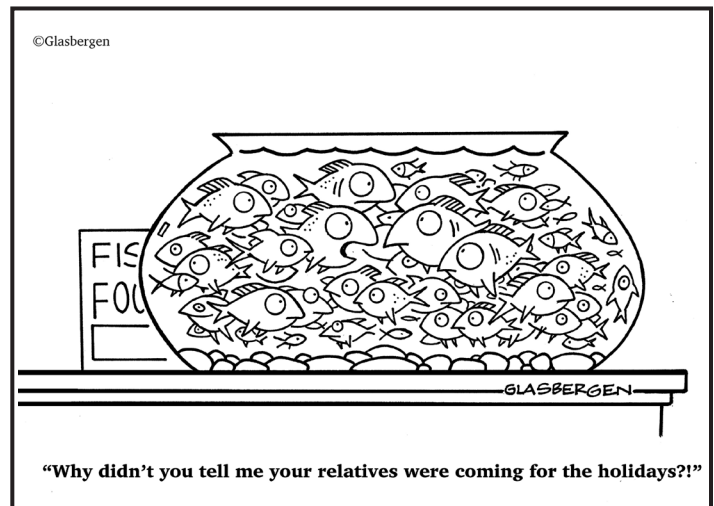
Jim Walsh - Toledo (419) 887-5810  
jimwalsh@safetysystems.net

## Accounting:

Patricia Brown, Manager (517) 782-9229  
patbrown@safetysystems.net

Jackie Olivas (517) 782-9542  
jackieolivas@safetysystems.net

Lindy Gannon (517) 782-9228  
lindygannon@safetysystems.net



Newsletter editor: Dan Decker