

Honeywell

Authorized Security Dealer



NOTIFIER[®]
by Honeywell

www.safetysystems.net

A Quarterly Newsletter from Safety Systems, Inc.

Summer 2016

WHY WE OPERATE OUR OWN MONITORING CENTER

We were recently surprised to learn one of our competitors closed their monitoring center and outsourced the monitoring of their accounts to a national firm. When Safety Systems got started 49 years ago, we had our systems monitored by local fire and police dispatch centers, and at an answering service. By 1975, local police and fire departments were closing their offices and combining efforts into a central dispatch service. We found that a great time to consolidate our monitoring at our office, and opened our central station.

In 1982, we applied for accreditation of our central station through Underwriters Laboratories, and after completing that process were listed as a UL Central Station. This was important to our growth, having independent certification that our facility, power systems, monitoring hardware, and staff all complied with rigorous national standards.

One of the biggest improvements we noticed with our own monitoring center was the ability to get accurate information. We could speak directly with an operator if there was a question on how an event transpired. If a customer indicated they were pleased with an operator's actions, we could pass that on directly to the operator. If a customer was unhappy with an operator's actions, we could address that directly as well.

The second major improvement we found was in response time. Our operators have one job to do, and that is monitoring the status of our customer's accounts. They are not monitoring accounts from thousands of companies, they are not distracted by answering service business, they can simply focus on their core job.

We have a number of customers who have previous experience with national monitoring firms, and we frequently hear from them how nice it is to speak to a person instead of a machine, and how they appreciate speaking to the same group of people when they contact us. It is understandable that monitoring centers with

hundreds of thousands of accounts would require dozens of operators on duty at any given time, and it is entirely possible as a customer you would never speak to the same person twice!

Fundamentally, we believe monitoring alarm systems is a core function of our business, and one that does not make any sense for us to outsource to a third party firm.

WELCOME STEVE CARLSON!

Steve Carlson has joined Safety Systems as our Vice President and Sales Manager! Steve has over 25 years of experience in the fire alarm and security industry, and we are happy to have him on our team! Steve is responsible for all facets of our sales team, including fire and security systems, access control systems and camera systems. Please join us in welcoming him to the team!

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”

Always forgive your enemies — nothing annoys them so much!
— Oscar Wilde

ACTIVITY STATS

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

- **Burglaries:**
 - Commercial..... 0
 - Residential..... 0
- **Holdups:**
 - Commercial..... 1
 - Financial Institution..... 6
- **Fires:**
 - Commercial..... 0
 - Residential..... 1
- **Individuals apprehended..... 3**

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
tammie.moore@safetysystems.net
Tracy Morgan, Supervisor (517) 782-5980
tracymorgan@safetysystems.net

Technical Services:

Dave Kivi, Manager (517) 782-5998
davekivi@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

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
Paul Bentley - Kalamazoo (269) 903-2234
paulbentley@safetysystems.net
Rob Davis (517) 782-9517
robDavis@safetysystems.net
Kevin Lovitt (517) 782-5969
kevinlovitt@safetysystems.net
Bob Magill - Livonia (734) 838-0434
bobmagill@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