

MARCH 2017

HGCAA

Houston Gulf Coast Alarm Association



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President's Message

John C. Helweg

We had a fantastic showing at our February meeting. Donnie Shepperd with Tri-Ed took great care of us as always. The room was a little frigid, but it kept everyone awake, even if they were shivering. lol

Mitch Reitman with Reitman Consulting was our guest speaker. He killed it! It's always a learning lesson to have someone with his experience talk with us about our business entity options. Try getting him and a lawyer talking about corporate entities, it's fun to watch. lol

The March meeting is going to be huge! We are doing the Fire Marshal's Q/A Forum again at Dave & Buster's (I-10/610). The Mayor's Office assured me that the City of Houston Fire Marshal's Office will be well represented this year. We already have 76 people and 15 agencies registered so far. Register early, seating is going fast.

I'm pleased to announce that we have a new member on the Board. His name is Calvin Stewart. He'll be serving as our Parliamentarian. Check out his bio for more about him. It's never to late to join the board. Don't be scared. We know this is a voluntary position.

Treasurer's Report

Penny Mayorga

Accounts	Balance
Chase Checking	\$4,570.53
Chase Savings	\$18,975.51
PayPal	\$2,116.62
Cash	\$211.00
Undeposited Funds	\$0.00
COMBINED ACCTS	\$25,873.82
Accts Receivable	\$2,135.00
YTD PAC Donations	\$146.00
Paid Memberships	56



Houston Gulf Coast Alarm Association
Minutes of HGCAA Meeting & Luncheon 2/9/2017
Held at Tri-Ed North Houston

Meeting called to order at 11:50

2016-2017 HGCAA Officers / Directors:

President – John Helweg
Vice President – Van Mayorga
Secretary – Amanda Jackson
Treasurer – Penny Mayorga
Sergeant at Arms – James Pratt

Membership Director – Mary Edmonson
Parliamentarian – Calvin Stewart
Associate Director – Jerry Davis
General / Regional Director – Dennis White

Standard Business:

Benediction/Pledge – led by Van Mayorga
Roll call of Officers, established quorum, all present
Recognized associate members in attendance
Recognized guests & 1st Responders
Thanked Tri-Ed for hosting and food, Donny Shepherd spoke about current offerings and OEM camera products.
Meeting Minutes – reviewed and approved – motion to approve Steve Carr, 2ndd by Mary Edmonson
Treasurer's Report – reviewed and approved – motion to approve Steve Carr, 2ndd by Mary Edmonson

Director's Reports, Committee Reports, & Old Business:

- John - HFD meeting with Mayor about status and issues, they will be at round table and are asking that membership provides lists of monitored locations to city in Excel file.
- HCSO – make sure to send in permits... if you are not sure of responding agency either send to both, or look up on HCAD and it will show city tax code if in city limits. Also let you customers know there is a required fire permit.
- MCSO – reiterated permit needs, go to MCTX.ORG to find out the responding agency / permit requirements.
- Van Mayorga –
 - Update license numbers on everything by March 1.
 - Fire Marshal round table is 3/9 at Dave & Buster's 11-3
 - Sending a list of questions for AHJs so they can be prepared with answers, if you have any let Van know or if you have agencies you would like to see there.
 - \$25 per member / \$35 per non-member, if you become a member at the meeting first attendee will be free, others will be at member price.
- PSB – Question on licensing requirements on vehicles... rule is if the name is on the truck, the license has to be also. Advertised name has to match the license. Also, complaint info has to be on all contracts with license #.
- Scholarship for first responders (\$2000 to graduating senior child of first responder) – applications are out, due by March 15th, winner will be announced at May meeting.
- Membership – great to see new faces, membership is growing, Mary visiting several current members and potential members.
- TBFAA –
 - Contracts are on the way... looking at final revision now. Will be free for members of TBFAA or the local associations.
 - Not a lot of legislation they are looking at this year, but there is a bill out there that would allow schools and churches to not adhere to same rules – they are working on language to fight it.
- TLA – Convention at Hilton North Houston 2/23-25. Classes Thurs & Fri – show Sat.
- DMP – Apple TV app released.

New Business:

- Training Director – CEU's will be emailed.
- Bowling tournament target date April 19th at Dave & Buster's more info to come!
- Parliamentarian nominated & approved – Calvin Stewart, motion to approve Amanda Jackson, 2nd Van Mayorga

Guest Speaker: Mitch Reitman, Reitman Consulting

- Mitch passed out a great handout for taxation issues and went over several misconceptions and mistakes companies make with their taxes and/or entity setups.
- Couple of main points:
 - Use real numbers – do not estimate
 - Keep a mileage log and mark personal vs. company miles – a lot of apps out there to help!
 - Travel for business can only be written off under coach fares, etc.
- Went over differences for C Corp, S Corp and LLC
- Employee classification is a big deal now – employee vs. subcontractor.
- Mitch's company offers up to 2 hrs of billable time free to members annually.

Raffles: Larger prize first except the PAC Fund:

- | | |
|---|--|
| • \$25 Academy (HGCAA) – Calvin Stewart | • \$25 Cash (El Dorado) – Rick Strickland |
| • \$25 Buffalo Subway (HGCAA) – John Helweg | • Chromecast by Google (DMP) – James Pratt |
| • \$25 Amazon (HGCAA) – Suzanne Shirer (MCSO) | • Rtic Tumbler (Tri-Ed) – Sherrie Ellisor |
| • \$25 Home Depot (HGCAA) – Steven Carr | • PAC \$125 – Mary Edmonson, donated all but \$50 back |

Meeting Adjourned 1:15

Next meeting is March 9, 2017 at Dave & Buster's

Parliamentarian's Report Calvin Stewart



I never would have thought my childhood hobby would become my passion. I've always enjoyed taking things apart to figure out how they work, now on a much larger scale.

I am married to my wonderful and supportive wife and have three beautiful children. I enjoy spending time with family, traveling and of course, electronics. I have worked in the corporate world at a law firm, home improvement stores and a major airline. These opportunities afforded me to build relationships with leaders, work with people from all walks of life and manage employees.

C. Stewart Enterprises was started in 1999. We specialize in commercial and residential security including video surveillance, home automation, wireless Wi-Fi access, home theater and whole house audio. I strive to provide top notch Customer Service through integrity and trust. I believe in listening to my customers, asking fact finding questions, offering suggestions and ideas and providing them with a product that is tailored to their needs.

I thank you for the opportunity and I look forward to serving you as your new board member.

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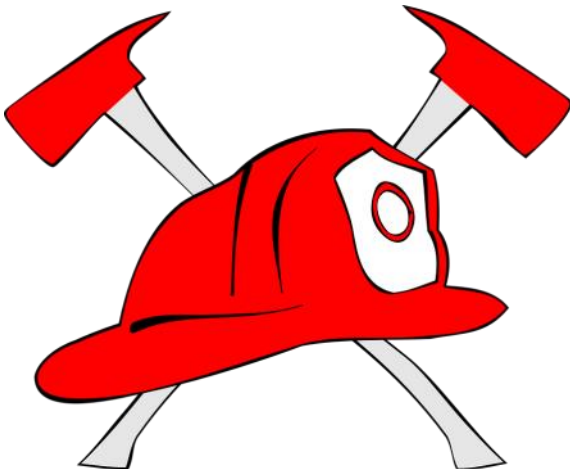




HGCAA Fire Marshal's Forum

Thursday, March 9, 2017
11:00am-3:00pm
Dave & Buster's
7620 Katy Freeway #100
Houston, TX 77024

Register early, seating will go fast.





REGULATORY CRIMES SERVICE

Private Security Activity Report 4th Quarter CY2016: October - December 2016

Region 1

- On 12/6/2016 RSD HQ received information concerning a guard dog company providing personal protection training without a license. This company also allegedly works with local police departments in training their dogs. This case was referred to Region 1 Special Agents on 1/16/2017 for further investigation.
- On 12/6/2016 RSD HQ received information concerning an unlicensed locksmith company providing services. This case was referred to Region 1 Special Agents on 1/2/2017 for further investigation.
- On 12/20/2016 Region 1 Special Agents were referred a case by RSD HQ involving an unlicensed locksmith providing services. Investigation is on-going.
- On 12/21/2016 Region 1 Special Agents were referred a case by RSD HQ involving an unlicensed locksmith. Initial investigation revealed that the company's license and insurance have been expired since 2011. Criminal charges currently pending.
- On 12/27/2016 Region 1 Special Agents were referred a case by RSD HQ involving an unlicensed private investigator. Investigation is on-going.

Region 2

- On 11/14/2016 Region 2 Special Agents were referred a case by RSD HQ involving a security guard company utilizing vehicles and employee uniforms that are deceptively similar to those of the Local Police Department. Investigation is on-going to determine whether individual guards may be impersonating peace officers.
- On 11/14/2016 Region 2 Special Agents were referred a case by RSD HQ involving a security guard company utilizing vehicles with blue and white flashing lights, as well as "emergency call 911," which is typically found on law enforcement vehicles. Investigation is on-going.

Region 3

- On 12/9/2016 RSD HQ received information concerning an alarm company operating without a license. The company's license and insurance are both expired, and the qualified manager was suspended for a disqualifying offense. This case was referred to Region 3 Special Agents for further investigation.

- On 12/15/2016, Region 3 Special Agents finalized an investigation involving a law enforcement official operating a guard company without a license. Investigation revealed the suspect was coordinating security at an oil field and intentionally hiring individuals who were not licensed. Charges of OPWL, Theft, and Engaging in Organized Criminal Activity are pending.

Region 5

- On 10/25/2016 Region 5 Special Agents performed security guard inspections. The inspections were the result of information received from RSD HQ alleging that the guard company was failing to properly register employees. A total of 13 inspections were conducted, with 6 registration violations found.

Region 6

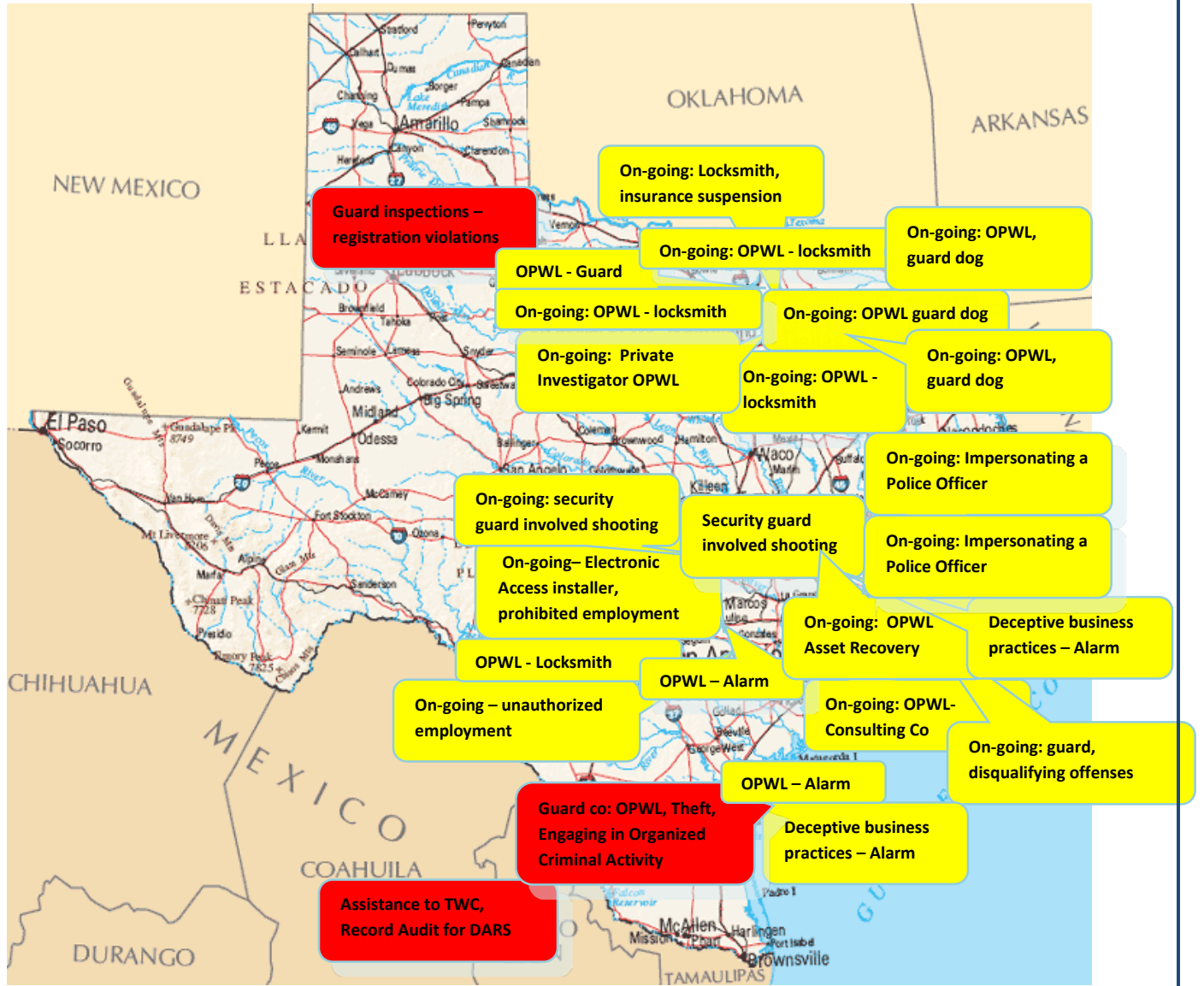
- On 10/21/2016 Region 6 Special Agents were referred a case by RSD HQ involving a registered sex offender operating as an electronic access control installer. Investigation is on-going to determine if CCP Chapter 62, Article 62.06(Prohibited Employment) has been violated.
- On 11/03/2016 Region 6 Special Agents were referred a case by RSD HQ involving an unlicensed security guard company. During a joint investigation with local law enforcement of a shooting incident at a college fraternity party, it was revealed that none of the four security guards working the party were licensed.
- On 11/08/2016 Region 6 Special Agents were referred a case by RSD HQ involving an unlicensed locksmith company.
- On 12/16/2016 Region 6 Special Agents were referred a case by RSD HQ involving an unlicensed alarm company. Initial investigation indicates this company is also in violation of Commerce Code 17.46, Deceptive Trade Practice.

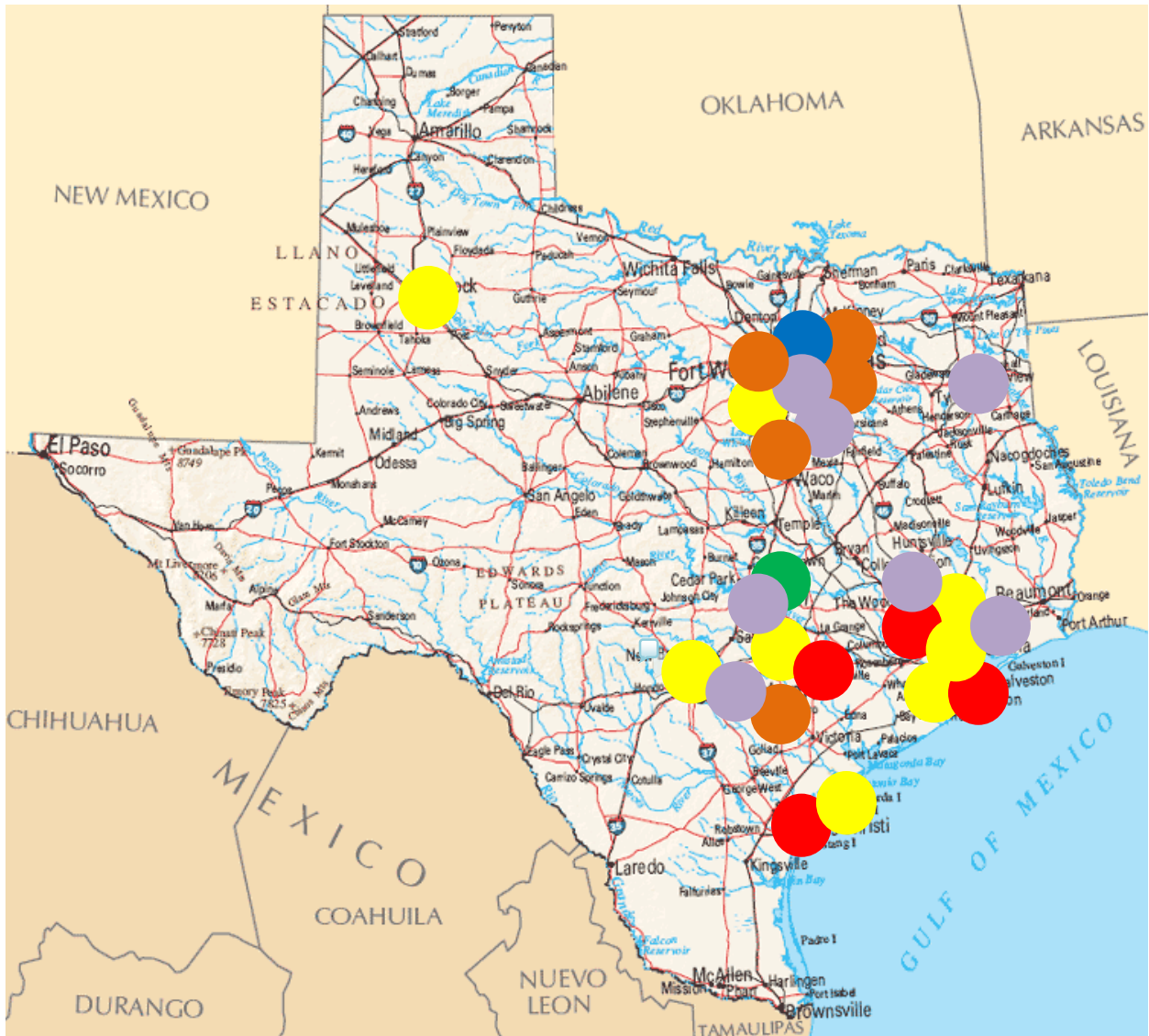
RCS HQ

- On 11/1/2016 RSD HQ received information concerning an unlicensed company and individual performing asset recovery services in Region 2. Investigation is on-going.
- On 11/1/2016 RSD HQ received information concerning a company performing drug dog searches for a school district in Region 1 with an expired license. Investigation conducted.
- On 11/13/2016 RSD HQ received information concerning an alarm company in Region 2 using deceptive methods to take advantage of an elderly woman. According to the complaint received, this alarm company had knowledge of the elderly woman's daughter being involved in a violent robbery, and used this information to sell her an upgraded alarm system. Investigation conducted.
- On 11/13/2016 RSD HQ received information concerning an unlicensed guard dog company that is also providing detection dog services to a school district in the Region 1 area.

- On 11/13/2016 RSD HQ received information concerning a security guard in Region 2 with potentially disqualifying offenses. The individual has two pending felony cases, one involving a weapon used during an assault on a family member. Investigation is on-going.
- On 11/13/2016 RSD HQ received information concerning an alarm company in Region 2 engaging in deceptive trade practices. The company is allegedly contacting customers of other alarm companies and convincing them to sign a new contract by telling them that their existing company is going out of business. Investigation is on-going.
- On 11/14/2016 RSD HQ received information concerning a security guard who was terminated from a company in Region 1. This individual is allegedly continuing to use the name and license number of the company he was terminated from in an attempt to obtain contracts. Investigation conducted.
- On 11/30/2016 RSD HQ received information concerning a security guard company in Region 6 that has knowingly employed a registered sex offender. This individual was terminated by another security company due to his disqualifying offense. Investigation is on-going.
- On 11/30/2016 RSD HQ was contacted by the Texas Workforce Commission for assistance auditing records for the Texas Department of Aging and Rehabilitative Services. During the audit, high amounts of reimbursement requests from a private security academy being charged to DARS were revealed. TWC contacted RSD to ascertain whether the fees were exorbitant or reasonable.
- On 12/1/2016 RSD HQ received information concerning a locksmith in Region 1 operating while under insurance suspension. This company is also allegedly price gouging their customers, and charging for services never rendered. Investigation is on-going.
- On 12/20/2016 RSD HQ received information concerning an unlicensed consulting company operating in the Region 2. Investigation is on-going.
- On 12/20/2016 RSD HQ began investigation of a shooting involving a security guard at a gentleman's club in Region 6. Initial investigation revealed that the involved guard was not registered, and has possible gang affiliations. The club was not utilizing a licensed security company, they claimed to have "in-house security." RSD HQ providing assistance to local law enforcement during investigation.

STATEWIDE WEEKLY ACTIVITY REPORT





- GUARD COMPANY - ●
- LOCKSMITH - ●
- ALARM COMPANY - ●
- SHOOTING INVESTIGATION - ●
- PRIVATE INVESTIGATOR - ●
- OTHER - ●

*Denotes locations around the state where investigations conducted and is not representative of the total number of investigations conducted.

Bass Computers, Inc



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10558 Bissonnet St

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Phone: (281) 776-6700

Fax: (281) 776-6733



FM Notice: Reminder on registration/license numbers
In March 2012, the State Fire Marshal's Office began the conversion to a new licensing software program. For many companies and licensees, this resulted in being issued a new unique number. To lessen the impact of the changes, the State Fire Marshal's Office agreed that there would be a transition period of five years to allow companies to deplete their stock of service tags and business forms bearing the old numbers.

As 2017 approaches, the State Fire Marshal's Office is reminding that all items should now be displaying only your currently issued registration and license numbers. This includes service tags, labels, vehicles, signs and business forms. After March 1, 2017, the old numbers must not be used or displayed.

The State Fire Marshal's Office wants to thank everyone for your patience and cooperation through this process. Based on comments received over the last four years, we believe the new system has proven to be worthwhile and resulted in better customer service.

You may view this [FM Notice on the SFMO website](#).

City of Houston Fire Alarm Detail

I'd like to clarify an email that we sent out a couple weeks ago. We sent out an email on behalf of the Mayor's Office requesting a list of all Commercial Fire accts that you've installed, inspected or monitor. We mistakenly said to email the list to the HGCAA Board.

We followed up with a second email clarifying to email your list directly to [Steven David](#) with the City of Houston Mayor's Office. No one from HGCAA or any competitor will see your data. Please be confident in complying with their request.

The City of Houston isn't after you or the alarm company, so please comply with their request. They are asking, not demanding, for this information so they can follow up with the commercial properties to make sure they have a current CoH Fire Alarm permit and that the systems are being properly maintained.

It is my belief that this will help us and the industry by preventing the customer from getting heavy fines for not having their fire alarm permit. It will also help us convince customers to keep the system in proper working order because the City is going to enforce the fire tags when we report a problem with the system.

Regards,

John C. Helweg, President
HGCAA



Texas Online Private Security (TOPS) Update

Get ready! The TOPS login process is changing for the better! Beginning February 28th, passwords will be used to access TOPS and you may use that password on multiple devices.

Why is this happening?

- We understand that you need greater flexibility to conduct business with the Department from any device. Once you create and verify your new account, you can now login from any device.
- No longer will users need to verify their account on new devices, this change allows easy and convenient access on any device using your unique email address and password!
- The Captcha function will only be activated after 3 incorrect login attempts.
- This enhanced flexibility will also not compromise the security of the data. Your new account is still based on a unique email address, plus the additional requirement for a strong password and security questions which allow you to reset that password.

How do I get started?

- Existing users will need to create an account on their first interaction with TOPS after the release on the 27th. **To set up your account, select Create New Account or “set up a password”.** See the **Account Creation user guide on our website.**
<http://www.dps.texas.gov/rsd/psb/AppInstr.htm>
- New applicants will be able to complete and pay for an

application, then will be directed to create an account once DPS receives the completed and paid application.

- **The Forgot Password feature will only be used by individuals that set up their account after February 27 and forget their password at a later date.**

What else is changing?

- Existing users will need to create an account on their first interaction with TOPS after the release on the 27th.
- New applicants will be able to complete and pay for an application, then will be directed to create an account once DPS receives the completed and paid application.

What do I need to do?

- Be prepared to set up the new account on your first interaction with TOPS after the release.

New Login Information:

- Requires username (unique email address) and user created password
- Login is no longer device specific (no cookies). Once you click on the link to activate the account, you may login from any device without having to re-activate
- New users will receive an activation email to set up account after payment is received for application
- Existing licensees/registrants must create account upon their first interaction with TOPS after the release (tentatively after 10pm on the 27th)
- Account set up includes password selection and security questions
- Password requirements
 - 12-20 characters in length
 - At least 2 upper case, 2 lower case, 2 numbers and 2 special characters
- Passwords must be reset every 90 days
- Captcha required after multiple incorrect login attempts



Membership Application

Houston Gulf Coast Alarm Association (HGCAA)

Please print or type:

Company Information

Company Name:					
Physical Address:					
City:		State:		Zip:	
Mailing Address:					
City:		State:		Zip:	
Phone:		Fax:			
Web Site:					
Date of application:		In Business Since (date):			
Burglar Alarm License #		Fire Alarm License #			
Has applicant previously been a member of HGCAA?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Number of Employees:		

Products and Services Offered

<input type="checkbox"/>	Access Control	<input type="checkbox"/>	Structured Wiring	<input type="checkbox"/>	Own a Central Station	<input type="checkbox"/>	Provide Contract Monitoring
<input type="checkbox"/>	Burglar Alarms	<input type="checkbox"/>	Home Automation	<input type="checkbox"/>	IQ Certified	<input type="checkbox"/>	Alarm Response
<input type="checkbox"/>	Fire Alarms	<input type="checkbox"/>	Audio & Video	<input type="checkbox"/>	UL Listed	<input type="checkbox"/>	Security Guards
<input type="checkbox"/>	CCTV	<input type="checkbox"/>	Telephone Systems	<input type="checkbox"/>	FRMC Approved	<input type="checkbox"/>	Central Vacuum
<input type="checkbox"/>	Other Products or Services						

Official Primary Voting Representative

Name		Title	
Email		Direct Phone or Extension	
Signature*			

Official Alternate Voting Representative

Name		Title	
Email		Direct Phone or Extension	
Signature*			

* By signing you certify that all information contained in this application is true and accurate and acknowledge that false information can result in the denial of acceptance of this application and agree to abide by and subscribe to the bylaws, code of ethics and antitrust statement of the HGCAA as well as support and participate in all the activities of the Association(s) to the best of your abilities.

* **Fax and e-mail authorization:** I hereby authorize HGCAA to send me pertinent documents via fax at the above listed number, and/or e-mail at the above listed address. I recognize that such documents include but are not limited to billing statements, registration forms, HGCAA member communications, and official letters. I understand that granting this permission is a necessary component of my membership.

Annual Dues Owed

Check One	Member Type	Amount
<input type="checkbox"/>	Regular Membership: Requires that members are licensed by the Texas Private Security Board and/or the State Board of Insurance Office of the Fire Marshall, and pay annual dues that are detailed herein. Full member benefits.	\$125
<input type="checkbox"/>	Associate Membership: Requires that members are manufacturers, suppliers, or distributors of products relating to security equipment or systems, and pay annual dues that are detailed herein. Full member benefits.	\$125

Please forward application with check or money order (made out to HGCAA) to:

HGCAA
 P.O. Box 19484
 Houston, TX 77224
membership@hgcaa.org

www.HGCAA.org

The delicate balance of HR: Inside

This is the third article in a three-part series about human resources:

Leadership | Employees | Inside

Being an HR professional is often a thanklessly rewarding job. We work with employees through the best and worst of times and, regardless of what is happening in the company, must find a way to walk the line between employee advocate and management representative.

It is an exciting place to be, but the work is not always understood or appreciated, as discussed in the first two articles of this series. In this final installment, we will look at the department from the inside perspective to illustrate the delicate balance required to grow and maintain a functional department that contributes positively to the organization and its culture.

First, heal thyself

We love a challenge; if we did not, we would not be in HR. Regardless of our specialty or position level, our roles consistently require us to balance confidential information with clear messaging; delicate interpersonal issues with staff wide changes; and administrative, tactical and strategic work usually within any given workday.

It is no wonder we are not always loved for what we do — we do so much! So how do we balance all the work, deliver it successfully and keep everyone happy? We don't.

The first thing we must realize is what we are up against. Are the scope of our work and the responsibilities of our department too great to be handled the way we would ideally want to handle them?

If so, then we must either stop trying to do it all or manage our — and everyone else's — expectations of what we can do and when. Both options are tough, but without taking that step, we will continuously fight an uphill battle and

everyone — the staff we are trying to help, the management team we are trying to support and our own careers — will suffer.

Second, being a good listener is one of the most important skills we possess yet often the one we forget to use. The grapevine, the employee in front of you and the executives in the weekly meetings are not taking our time away from the 50 things requiring our attention — they are things requiring our attention.

Being an active listener goes a long way toward building rapport and creating good will for when we require our co-worker's attention.

Finally, it is critical that we serve as a living example of what we are asking everyone else to do. Do we do our evaluations on time? Is our conduct consistent with what is asked of everyone else? Most importantly, do we balance our priorities — work, life, bosses, subordinates, career goals — the way we want staff to?

All of us can benefit from taking a few minutes to be realistic about the expectations put on us — by our co-workers, bosses and ourselves — and manage them accordingly. We must stop setting ourselves up to fail. Once we can do that, we are in a better position to balance our workload and be present for our employees.

HR is a service department. By ensuring we serve ourselves as well as we try to serve everyone else, we will be better positioned to grow a functional department that positively contributes to multiple aspects of the organization.

SOURCE: Multibriefs - <http://exclusive.multibriefs.com/content/the-delicate-balance-of-hr-inside/business-management-services-risk-management>

by Catherine Iste, December 13, 2016

Calendar of Events

HGCAA meetings are held the second Thursday of each month from 11:30-1pm. See below for the locations.

Dates and locations may change as needed.

March 2017

3/2 - Texas Independence Day

**3/9 - HGCAA Fire Marshal's Forum @ Dave & Buster's
(11:00am-3:00pm)**

3/16 - TBFAA Fire Prep Training @ ADI (North)

3/21 - Earthquake Sound Training @ Automated Outlet

April 2017

4/13 - HGCAA meeting @ Tri-Ed (North)

May 2017

5/5 - TBFAA Household Fire Training @ Automated Outlet

5/11 - HGCAA meeting @ Bass Computers

June 2017

6/8 - HGCAA meeting @ ADI (North)

July 2017

7/4 - Independence Day

7/13 - HGCAA meeting @ Automated Outlet

August 2017

8/10 - ADI Expo

8/11 - TBFAA Household Fire Training @ Automated Outlet

8/17 - HGCAA meeting @ Tri-Ed (Pinemont)

8/24 - TBFAA Fire Prep Training @ ADI (North)

**PLEASE THANK OUR ASSOCIATE MEMBERS
FOR PROVIDING FOOD AND
HOSTING OUR MEETINGS
BY PURCHASING THEIR PRODUCTS**

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or specialist@eldoradoinsurance.com

10 mistakes employers make when training managers and employees

Most people understand the importance of training managers and employees. However, experience teaches that some employers continue to make the same mistakes that undermine the value of the instructions they offer.

The purpose of this article is to highlight some of the most common mistakes so you can avoid them in your future training offerings.

1. Not training anyone

Of course, the biggest mistake of all is not training employees about the subjects that help them to do their jobs better and to stay out of trouble. In this same category, we could also include not doing enough training.

2. Not having the support of leaders

Top leaders need to endorse and support all of the training initiatives offered by an employer. Without this top-down support, attendees may not take the teaching as seriously, and the organization will realize less value from the training.

3. Not tailoring the training to the audience

To maximize effectiveness, training needs to be tailored to the industry, work environment and circumstances. The training must take into account the attendees' level of knowledge and experience and build upon that.

The education must complement the attendees' strengths and fill in their learning gaps. Tailoring the curriculum will help reduce the total time in training while increasing its effectiveness.

4. Not making the training interesting

Few things are worse than sitting through boring lectures. Training in the modern, stimulating world needs to be interesting, engaging, entertaining and interactive.

Effective education should be called "infotainment" — in other words, it should be both informative and entertaining. It needs to

keep the attendees' interest so they will feel immersed in the topic and retain more of the information that is being covered in the training session(s).

5. Not including practical examples in the training

In the work environment, training needs to be relevant to the jobs being done by the attendees. The instruction must include real-world, practical examples and scenarios if it is to be of immediate value. Role-playing or workshops can be helpful but may be intimidating to some attendees, so the exercises must be fully thought out before they are included in the training.

6. Not conducting the training in a comfortable environment for learning

There is a saying: "The mind can only absorb what the fanny can endure." If the seating or seating arrangements in a training class are uncomfortable, the learning opportunity will be diminished. The same is true if the temperature, lighting or space are not ideal for learning. Having too many people in a room can also detract from the experience.

7. Not limiting the training to a reasonable time period

As with the comfort of a training room, the time of actual training sessions should not last for so long that attendees cannot pay full attention for the duration of the class. Learning is better achieved (and retained) in small doses rather than over an extended period in the same day.

If the education must take place in a day, break the day into many segments preferably of less than one hour each, if possible. Multiple-day sessions can also be a killer for retention of topics covered in training.

8. Not integrating the training into a comprehensive, regular program

Individual training sessions should not be rare and of the "one-off" variety. Instead, individual sessions need to be integrated into a comprehensive, programmatic training program. Ideally, there should be a preplanned annual education program, similar to an editorial calendar for a magazine or a course curriculum leading to a degree.

Integrated training helps achieve a synergy, in that the sum of the whole program has benefits that the individual parts may not have. Among other things, managers and employees will begin to understand that their employer cares about them and is spending time, money and other resources on their self-improvement.

Employees and managers are usually more engaged when they believe their employer is making such an investment in them.

9. Not conforming the training to applicable legal requirements

Training should comply with any applicable legal mandates. For example, some states — such as California — require certain types of training, and the requirements are specific. Similarly, some federal agencies — such as OSHA and MSHA — require periodic training.

Instruction in these covered areas is useless if it does not meet these minimum mandated standards.

10. Not documenting the training

Since there are legal implications of training, employers should document the content of the course and that particular individuals attended the session. Cynical lawyers have a saying: "It is not about the facts, it is about the evidence." Others may say: "If it wasn't documented, it didn't happen."

These truisms only emphasize the need to document training when it occurs.

Conclusion

This article lists just some of the most common mistakes employers make when they train their employees and managers. Hopefully, you will try to avoid these mistakes when you plan your next training program or event, and you will realize the benefit of your investment in your team.

SOURCE: MultiBriefs - <http://exclusive.multibriefs.com/content/10-mistakes-employers-make-when-training-managers-and-employees/business-management-services-risk-management>

by D. Albert Brannen, November 3, 2016



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What's juice jacking?

Everyone today seems to be constantly relying on their smartphones to help complete daily tasks which has resulted in the need to recharge subsequently increasing. And when you're far from your charger, public charging kiosks can seem like a good substitute. However, this can lead to juice jacking of your smartphone. If this is news to you then let's find out what juice jacking is and how you can avoid it.

What's juice jacking?

Regardless of the kind of smartphone you have, whether it's an Android, iPhone or BlackBerry, there is one common feature across all phones: the power supply and the data stream pass over the same cable. This setup allows for juice jacking during the charging process whereby user access is gained on your phone by leveraging the USB data/power cable to illegitimately access your phone's data and/or inject malicious code onto the device.

The attack can be as simple as an invasion of privacy, wherein your phone pairs with a computer concealed within the charging kiosk and information such as private photos and contact information are transferred to a malicious device. However, on the other hand, it can also be as invasive as an injection of malicious code directly into your phone. According to security researchers at this year's Black Hat security conference, your iPhone can be compromised within one minute of being plugged into a harmful charger.

Exposure to a malicious kiosk can also create a lingering security problem even without the immediate injection of malicious code. Once a device is paired to a computer, it can access a host of personal information on the device, including your address book, notes, photos, music, sms

database, typing cache, and even initiate a full backup of your phone, all of which can be accessed wirelessly at anytime.

How do I avoid it?

The most effective precautions center around simply not charging your phone using a third-party system. Here are some tips to help you avoid using public kiosk charger:

- **Keep your devices topped off:** Make it a habit to charge your phone at your home and office when you're not actively using it or are just sitting at your desk working.
- **Carry a personal charger:** Chargers have become very small and portable, from USB cables to power banks. Get one and throw it in your bag so you can charge your phone anytime you're at the office or while on-the-go if you use a power bank.
- **Carry a backup battery:** If you're not keen on bringing a spare charger or power bank, you can opt to carry a full spare battery if your device has a removable battery.
- **Lock your phone:** When your phone is truly locked as in inaccessible without the input of a pin or equivalent passcode, your phone should not be able to be paired with the device it's connected to.
- **Power the phone down:** This technique only works on phones on a model-by-model basis as some phones will, despite being powered down, still power on the entire USB circuit and allow access to the flash storage in the device.
- **Use power only USB cables:** These cables are missing the two wires necessary for data transmission and have only the two wires for power transmission remaining. They will charge your device, but data transfer is made impossible.

Even the tiniest detail like charging your phone from a kiosk charger could affect the security of your device. While there are many substitutes to using a third-party system, ultimately the best defense against a compromised mobile device is awareness. Looking to learn more about today's security and threats? Contact us today and see how we can help.

SOURCE: - <http://www.techadvisory.org/2014/09/whats-juice-jacking/>

by Editor, September 4, 2014

10 Unique Perspectives On What Makes A Great Leader (Part 3)

There are many varying perspectives on what great leadership is, the traits necessary for being an effective leader and how to build winning teams. While conducting research for my new book about what the future of leadership development will look like, I have conducted many interviews and gathered the perspectives of many people in leadership and management positions across many different organizations and industries.

I have found that there is a general consensus on the qualities necessary for leading and building successful teams of accountable people, but very little agreement on the programs required for leadership development. Senior leaders must first define their own path for constant improvement in order to create a culture of leadership designed to achieve better results.

In the third article of this [three part series](#) I share ten more perspectives on great leadership followed by my theories on how leadership development may need to evolve in today's complex business environments.

1 - Recognize Talent

"Great leaders recognize individual talents of team members and understand how each member is motivated. Once that is understood a leader can build customized measurable goals for each employee's contributions. This creates a proficient workflow and helps employees find a deeper level of job satisfaction."

Brian Clark, CEO/Program Director of ACLS

2 - Win the Hearts of People

"A great leader is a person that shares a common goal with the people he or she is leading. Win the hearts of the people you are leading and the possibilities are endless. You inspire people; not train them to achieve success."

Steven Spatola, Vice President of 3 Wishes

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3 - Push the Limits

"Push the limits and see what happens. I am a firm believer that you should push yourself and others to do more than just the standard. One way I do this is by always looking for new ways to impact, revolutionize and come up with creative ways to solve problems in order to deliver an engaging experience for clients. Ultimately this is how we exceed expectations where most companies fall short."

Julian Valentine, board member at Seattle Advertising

4 - Lead by Example

"It's important to demonstrate the same level of personal commitment in your own actions as you expect from the rest of your team. It's not enough to simply delegate tasks; leaders have to show that they're committed to working as hard and as long as everyone else. In addition to providing an easy-to-follow model of just what's expected from the team, leading by example inspires great respect, trust, and confidence in the leader. This contributes to the success of the entire team and makes the leader a person who others are proud to follow."

Michael Del Gigante, executive creative director and president of MDG Advertising

5 - Have a Compassionate Heart

"A mind full of wisdom, united with a compassionate heart are the foremost qualities of not only a great leader, but an exceptional human being who can truly guide others towards the realization of the ultimate aim of human life. When these two higher states of consciousness awaken inside each one of us the organic outcome is a deep and profound kindness towards all living beings and a penetrating insight into the natural laws that govern life. In this way, when an enlightened leader inspires and influences others all their thoughts, words and actions are charged, not with self-interest, but with a power that envisions the highest welfare of each individual and humanity as a whole."

Ramananda Mayi, Founder of Blooming Lotus Yoga

6 - Build Teams of Trusted Advisors

"If you are talking to a CEO and he turns out to be the dumbest person in the boardroom, then you know you are talking to a great leader. Be humble, spend time to find your A+ players."

Hiram Ip, Founder of Nameforest.com and Babylibrary.org

7 - Have a Clear Vision

“A great leader leads by example. They set the tone by their work rate and dependability. They have a clear vision and the ability to enact change to meet their goals. Finally, they need to persevere and remain calm during times of stress.”

Peter T. Boyd, PaperStreet Web Design

8 - Show Enthusiasm and Charisma

“A great leader is someone that is visionary, disciplined, intelligent and decisive. A great leader is effective because he or she influences and motivates others to work together on a common goal and purpose, despite differences of opinion. Great leaders are intuitive, charismatic, and passionate about their objectives and able to articulate why their work matters. Through their enthusiasm, they are able to inspire others to deliver the results they want.”

Ingrid M. Evans, Attorney at Evans Law Firm, Inc

9 - Educate, Motivate, and Delegate

“There are five characteristics that make a good leader and those are the ability to: educate, motivate, delegate, empower, and provide a vision. A good leader should be able to educate his subordinates so that they have the ability to work independently and step into situations that may develop. A good leader should also be able to motivate the team to push ahead both in good times and in bad times so the goals and the vision are not lost. Additionally, a good leader should be able to both delegate tasks so that productivity is kept consistent and empower staff to make decisions so the employees have a stake the outcome and even assist determining possible successors. Finally, a good leader should be able to provide a vision for where the company is heading in such a way that people can buy into that vision.”

Senen Garcia, Attorney at SG Law Group

10 - Embody Passion for the Mission

“A great leader is passionate, collaborative, and authentic. Without passion, a leader will struggle to enlist the aid of others in pursuit of a mission. Great leaders don't sit on high and bark orders; they roll up their sleeves and work alongside their people. Leaders who lack integrity and authenticity are unable to inspire and recruit others and find their tenure short-lived.”

Gina Bongiovi, Attorney at Bongiovi Law Firm

It is easy to see the correlations between these perspectives that point towards empathy, passion, accountability and a the ability to clearly articulate the mission and vision. You can learn more about my own perspectives on leadership by downloading my free Ebooks.

But how does one maintain consistent focus on improving themselves and those around them? In my experience, I have found that workshops and leadership development programs alone are not sufficient nor do they result in developing leaders quickly enough. To create a winning team environment and culture based on accountability, leaders must create experiences that nurture constant improvement for themselves and their team.

Highly focused feedback and accountability partners are the key. So what does this look like? Any team or organization can accomplish this in several ways. First, select three areas you want to improve upon and write them down. Next, select five or six people from within and outside of the organization to be accountability partners. Those from within the organization should be a mix of people at different levels of hierarchy. Then explain your goals and where you want to improve so they know what to look for. Finally, schedule regular check-ins so they can provide focused feedback. Consistency is key and this process should be a constant evolution.

Give it a try! What do you have to lose?

Brent Gleeson is a Navy SEAL motivational keynote speaker and leadership consultant. Follow Brent on Twitter at [@BrentGleeson](#) or view his website at www.brentgleesonspeaker.com.

SOURCE: Forbes - <http://www.forbes.com/sites/brentgleeson/2016/11/27/10-unique-perspectives-on-how-to-be-an-effective-leader-part-3/>

by Brent Gleeson

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How to build a powerful Facebook chatbot

Imagine if you could connect with a large number of millennials, answer their top questions and help them effortlessly purchase from you. Did we mention you don't have to say a single word in the process?

With Facebook's chatbots, you can do this, *right now*.

So, what exactly is a chatbot? Essentially, it's an artificially intelligent computer program that answers your customers' questions. Chatbots function similarly to chats with a customer service representative over instant messaging. The main difference with chatbots is that there are a limited number of options and phrases the bot will respond to.

Chatbots are already big. As of Sept. 12, 2016, there were already 30,000 chatbots on Facebook. That's nearly *three times* the number of bots there were a mere three months earlier.

In 2017, chatbots are going to continue to grow. The medium provides a huge opportunity for your brand to automate customer service questions and purchases. Often, it can result in a better customer experience while cutting costs on your end.

Plus, since Facebook is heading the growth of chatbots, your audience is already there. Facebook Messenger had more than 1 billion monthly users as of July 2016. In total, there are more than 1 billion messages sent between people and businesses each month.

Read on to learn just what chatbots can do for your business and how you can build your own.

The best branded chatbots

1. 1-800-Flowers. This chatbot offers two options: talk to support or order flowers. Both options are used fairly evenly,

said the president of 1-800 Flowers, Chris McCann, [in a Digiday interview](#). Two months after launching, 70 percent of the chatbot orders had been from new customers, primarily younger consumers. Plus, this chatbot along with the Amazon Alexa and IBM Watson concierge service have attracted tens of thousands of users.

2. Whole Foods. Send a few emojis — like the avocado, shrimp and lemon — to this Facebook Messenger, and you'll get a recipe back. You can also ask or browse for recipes.
3. Kayak. Find and book a flight or hotel by answering a few simple questions, like your departure, destination and dates. That's it. It's like a free, digital travel agent.

How to build a chatbot for your business

There are a couple of different ways to make this happen.

1. **Have a developer build it.** With tools like [wit.ai](#), you can quickly and easily build a chatbot. [Facebook also offers detailed instructions](#) on how to create a bot, if you have a coding background. Avoid having a developer make a chatbot from scratch. It will be too time- and cost-intensive. Plus, there are many tools out there to lend a helping hand.
2. **Go with a DIY method.** Use a tool like [Botsify](#), [Chatfuel](#) or [Flowxo](#). All three tools allow you to create a chatbot quickly and without coding. Some are free, while others charge a monthly fee.
3. **Opt for an agency.** There are tech firms out there that specialize in building chatbots. This is often a pricier option but may work best if you need something unique.

SOURCE: MultiBriefs - <http://exclusive.multibriefs.com/content/how-to-build-a-powerful-facebook-chatbot/communications>

by: Emma Fitzpatrick, January 20, 2017

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If you have used or old equipment, accts or a company you're interested in selling or if you are looking for something that you think another dealer may be willing to part with, we can post those items here. No charge for members.

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Harris County Alarm Detail

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