

FEBRUARY 2014

MANAGING SECURITY *Today*

The official magazine of the Association of Security Services and Investigators of Texas



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A New Beginning for Tomorrow

I am humbled to be elected as your new President as of the October 2013 convention that was held in El Paso, Texas. I want to personally thank all of the members and non members who placed their trust and support in my efforts that will be tirelessly displayed during my tour for the next two years. Your newly elected Regional Presidents and Executive Board Members are professionals and will continuously strive to exceed and maintain high standards throughout the state of Texas.

I believe the most important element required in any relationship is communication. I wish to ensure all our members and non members that we will follow the Constitution and Bylaws of the Associated Security Services and Investigators of the State of Texas (ASSIST).

As your President my goal is to lead such that the organization becomes, remains and maintains status as the premier provider of professional representation for you and all the citizens of the State of Texas. I will be dedicated to maintaining the highest level of representation of standards, conduct and ethics for our Profession.

The skills that I have are to assist in the levels of consistency to exceed your expectations by putting you first by my dedication to providing the highest quality of instruction that will ensure that you have the skills to exceed any expectations of the rules and regulations within the State.

I am inspired to start putting principles into practice and compelled to write and personally keep you updated as issues arise in our profession. Our profession will also seek monetary efforts to enhance our quality of membership enrollment and conventions attended by all qualifying members that are vendors and sponsors that have the same goal for our success in terms of the quality and contributions to seek improvement at all times.

Rest assured that silence is not golden: it is a deadly tool that can be utilized to disrupt what we have come a long way in our endeavors to achieve. No matter what accomplishments we make or achieve it is because our membership is strong.

Our 2013 Convention in El Paso Texas was designed to meet many standards and efforts by everyone who participated. The convention was intended for everyone to have fun and receive continuous education during classes that were beneficial for everyone who attended. By working together there were activities that were held to display what was present, past and future. There were efforts to promote and increase relationships of all levels of our profession. Registration was instrumental to ensure everyone was accountable for attending our convention.

The VIP luncheon allowed for recognition and also provided



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the time of updates and simple but most important product of our profession and also allowed those who wished to advertise to identify themselves with vendors and have the opportunity to become an additional client of the hundreds throughout the great state of Texas.

While we were having fun at the luncheon and enjoying the updates and professional speeches by our special guests, family members were shopping in the great state of New Mexico and enjoying the cuisine of the Land of Enchantment.

The Presidents Gala was one of the most exciting events of the convention. Awards were given out for event winners. Drinks were available and great speeches were heard. After every event we always retreat to the hospitality suite where we had drinks and appetizers and enjoyed the camaraderie.

Continuous education consisted of one hour of ethics and two hours of educational updates provided by the Texas Private Security Bureau taught by the best instructors and mentors in the state.

The executive vice president, regional presidents and I met everyone in attendance. ASSIST has and always will have the reputation of assisting our security profession with issues, questions and problems. It is a profession that provides a great source of information and will continue to do so with my assistance as your president. From the beginning to the end of the convention there was a lot of camaraderie and fun where no one was considered a competitor, but rather only to be looked upon as a friend and comrade.

Our success and partnership are based on trust. Trust must be earned and founded on a commitment to work cooperatively to achieve mutual goals and we did that.

Jessie Ruelas

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COTSO - Serving Officers and Their Families

It is with extreme regret that I have to report that on Nov. 10, Officer Rafael Almanza of SEAL Security in Houston was killed in the line of duty. Almanza was working unarmed in a multi-family environment. At approximately 1 a.m. he observed a fire in one of the buildings. As he responded he encountered three males coming from the building who then shot him.

Why is still unknown but preliminary information indicates that the three subjects were responsible for starting the fire. Almanza died doing what he loved doing. No greater sacrifice to the community is possible, killed by armed suspects committing a most heinous and cowardly crime.

Our thoughts and prayers go out to his wife and child. COTSO helped SEAL Security and the officers of Houston bury Officer Almanza Nov. 19, with full honors. COTSO is currently assisting the family with their expenses.

Over the last years I have provided information on the Charitable Organization of Texas Security Officers. When we one of our own is killed, we will be there to provide the full honors our fallen comrade deserves and provide for their loved ones.

A tremendous amount of work goes into this by the members of the COTSO board and the same small group of people and companies. In past articles, I have identified those companies and thanked them. I am amazed to realize how few really care as shown by the lack of participation and support from the profession as a whole. When an officer is killed in the line of duty, we don't care what company they work for.

All we ask is someone contact us with the information so we can get on it. It should not matter who someone worked for, only that he was legally employed and one of us.

We have asked repeatedly for people to become involved and even become associate board members. To this day there has been no response. When an officer dies it's almost impossible to get people to participate at the funeral. The same few loyal companies and officers always are the ones to help. Shame on all of us. Our pride in what we do and who we are is lacking. We're given many excuses, but most are just that, excuses. To those that have been there to show respect, honor our fallen and support the families of our fallen - I offer my profound and humble appreciation.

A recent review of security officer deaths was conducted Jan. 14 by the Dallas Police Department and Dallas LEAPS. During the review, issues that may contribute to these deaths were discussed. In response, a class on Situational Awareness was held. This class was not a solution but a starting point to help officers survive the dangers we face daily. I urge everyone to get training through the LEAPS chapters across the state. Quality training can only help reduce the number of officers we lose in the future. Recent surveys show a marked decrease in security officer deaths not just in Texas but across the country. I believe that is caused by officer awareness, training and the profession stepping up to be better.

On behalf of the board of COTSO we ask for anyone who wishes to

MICHAEL MCGREGOR

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COTSO Director
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participate to contact us. We are still looking for people across the state to serve as associate board members. We urge every company to participate and to show support for a fallen officer by having officers attend and participate in the funerals. Believe me attend one and you cannot help but feel pride in this profession, what we are and what we should be.

You can reach me at 214-729-0667 any time day or night if an officer needs assistance. COTSO provides assistance to Texas security officers in a variety of circumstances.

The COTSO website under construction and development is cotso.org or join us on facebook. To donate or hold a fundraiser feel free to contact me by e-mail at fallenofficer@assistentexas.org or Denise Nicholson at treasurer@assistentexas.org. COTSO through years of work is a legally recognized tax deductible charity. Donations are tax deductible.

To the officers on the street be proud because what we do is special. Anyone in doubt look back at the officers who have given their lives over the last 10 years. The details are available on our website.

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Do Not Rely on Certificates of Insurance

In the business world, certificates of insurance are frequently relied upon as "proof" that one or more parties has insurance. I do not recommend that. Have you ever actually read a COI? You should.

The most frequently used COI's are on an ACORD form 25. The very first sentence states:

"This certificate is issued as a matter of information only and confers no rights upon the certificate holder"

The certificate holder is typically the party who wants proof that another party has insurance, though it can be the insured too. Often the certificate holder has a requirement that it be listed as an "additional insured" on the other party's insurance policy. The "other party" is typically the "insured" listed on the COI. The party issuing the COI is usually the insured's insurance agent or broker, or the insurance carrier. Most of the COI's I have seen are issued by an agent or broker, not the insurance company. The next sentence in the ACORD COI says:

"This certificate does not affirmatively or negatively amend, extend or alter the coverage afforded by the policies below."

So what does that mean? Exactly what it says: the actual insurance policy determines who is covered for what and how much regardless of what the COI says. The next sentence says:

"This [COI] does not constitute a contract between the issuing insurers, authorized representative or producer, and the certificate holder."

So what do we have so far? The COI is for informational purposes only, does not affect the actual policy and you, the certificate holder, have no rights via the COI. The fourth and sixth statements say:

"IMPORTANT: If the certificate holder is an additional insured, the policy(ies) must be endorsed..... A statement on this certificate does not confer rights

to the certificate holder in lieu of such endorsement(s)."

An insurance endorsement is a change to the insurance policy. An endorsement adds to or restricts coverage. It is not part of the original policy. When an endorsement is added, it becomes a legal part of the insurance policy. So without one, the certificate holder is not an additional insured.

Other language in the COI states that regardless of what any other contract says (such as the one between your business and the other party), the language of the insurance policy(ies) controls.

Another statement at the end of the ACORD form says:

"Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions."

That statement does not mean that the certificate holder will get a notice if a policy is cancelled. For example, if your contract says the other party must make your business an additional insured on its policy, if an actual endorsement is not issued, the certificate holder is not an insured. If the cancellation notice provision in the policy pertains to insureds only, which is typical, then you are not entitled to a notice of cancellation under the policy.

Another pathway to defeat relying on a COI only is the statute of limitations. Suppose a COI negligently contains false information on it, saying a security contractor's liability policy includes assault and battery coverage and is issued to the contractor in June 2012 for a policy in effect April 2012 to May 2013. An alleged use of excessive force incident occurs in April 2013 but the "victim" does not sue the contractor until the two year statute of limitation is about to run on the victim's case in April 2015.



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The author is a 32 year, double board certified (Personal Injury Trial Law and Civil Trial Law, Texas Board of Legal Specialization) litigation attorney who has represented security guard contractors, private investigators, alarm companies and other security professionals in litigation, collections and transactional matters. He is a partner with Lam, Lyn & Philip, P.C. (Houston, Texas)

The contractor gets served with the lawsuit and demands coverage in May 2015. The insurance carrier denies coverage, showing that the policy contains an assault and battery exclusion. By this time it has been more than two years since the contractor got the "negligent misrepresentation" by its agent and thus would have to overcome a statute of limitations defense against the agent in order to recover for the error on the COI. If the actual policy had been reviewed, the exclusion could have been detected and coverage for assault and battery could have been arranged before the incident occurred.

It is not impossible to win a case based upon what has been stated on a COI, but the odds are against the certificate holder in most of the situations I have seen. It is better to spend a few minutes looking over the policy itself, with a focus on who is insured, additional insured definitions and terms and a close review of all exclusions. Relying solely on a COI is not advisable.

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Meet your New Board Members and Regional Presidents



JESSIE RUELAS

ASSIST President
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Jessie Ruelas is entrusted with the grave responsibility of training and motivating today's security profession. He leads the ASSIST Board by setting an example of dedication and professionalism worthy of emulation by the most loyal and experienced security professionals. **Personal and family life**

He was born Nov. 30, 1958, in Fayetteville, N.C., and graduated from Parkland High School in El Paso in 1977. He enlisted in the delayed entry program in the U.S. Army in 1976 and attended the initial entry training course at Fort Bliss, Texas, where he gave 24 years of military service. He retired honorably from the military. His family consists of his wife Petra and his daughter Jessica.

Military service

He has held numerous leadership positions throughout his military career.

- Served on Special Staff for two general officers and enlisted aid to a five-star general of the Army, at Fort Bliss

- Holds a Designated Award as a designer developer for military weapon systems

- Small Group Instructor Course
- Nike Hercules crewman, B-Btry. 4-62 ADA at Fort Bliss

- Short range senior gunner Vulcan squad leader in B-Btry., 2-61 ADA, Korea
- Senior instructor in both the Primary Leadership Development course and the Basic NCO Course

- Instructor at the Advanced NCO course and FSC at Fort Bliss

- Served in Iraq Campaign
- Sgt. York and Stinger Red Eye Missile instructor and developer, Fort Bliss

- Vulcan platoon sergeant B-Btry., 4-3 ADA, Europe

- Senior drill sergeant's position in TRADOC

- Chief instructor PLDC battalion operations sergeant, HHB, 4-3 ADA, Europe

- Stinger Platoon sergeant in B-Btry., 2-52 ADA, Qualified Airborne, Air Assault graduate at Fort Bragg, N.C.

- First sergeant in B-Btry., 2-6 ADA (Bradley) and 1-6 ADA THAAD weapon

- Deputy commandant, Noncommissioned Officers Academy, Fort Bliss

- Graduate of Sergeants Major Academy

Awards

- Meritorious Service Medal (3rd OLC)
- Army Commendation Medal
- Army Achievement Medal (3rd OLC)
- Drill Sergeant Badge
- Airborne Jump Wings
- Air Assault Badge and The Gold German Marksmanship Award (Schutzwehr)
- Expert Marksmanship Badge
- Expert Wheel Mechanic Badge.

Education

- Associates degree in General Management from Boston College University

Security profession

He has been with Sun City Security Services Company in El Paso for 14 years where he has served as:

- Security officer
- Training officer
- Plans and Operations manager
- Supervisor
- License manager
- President
- Current partner and owner with Dave Scepanski and Bruno Torres
- Licensed Private Investigator

Community service

He has held the rank of sergeant to colonel. He also gives back to his community, as well as school activities and serves as advisor against bullying and lends his assistance through law enforcement and community relations with continued success and consistently promoting supervision and selection of Officer of the Quarter for Law Enforcement.

Associations and boards

- Past El Paso ASSIST Regional president

- Citizens Advisory board member
- member and consultant Hotel/Motel Association

- Member of the Northeast Business Alliance Association

- Representative for the Northeast Neighborhood Watch Association for El Paso

- Supporter of the El Paso Police Foundation Association

- Associate member of the Franklin Mountain Rotarian Club

- Member of Texas Association of Licensed Investigators

- Member of Community After School Task Force

- Supporter of the El Paso Child Advocacy Center Program

- Member of Law Enforcement and Private Security



ROBERT E. MARQUIS

Executive Vice President
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Robert Marquis has been active in the management, operations and sales of private security services in the Dallas/Fort Worth, Houston, Austin and San Antonio markets since 1979.

Prior to his involvement with private security, Marquis was a top graduate of the U.S.

Marine Corps Marine Security Officer School. He served as the second in command of the Marine Detachment, American Embassy in Paris, France and later took charge of the U.S. Embassy Security Program, Managua Nicaragua. Marquis also served in various detachments and capacities in the Marine Corps until his retirement after 20 years of service. He is a combat Vietnam veteran have served two tours.

Marquis is an active member of many professional and community organizations including American Society for Industrial Security, and ASSIST; and the Knights of Columbus.

As the executive vice-president, Marquis is responsible for the preparation of the business plan for submission to the president. His responsibilities include financing arrangements, review of company financial reports and participation at trade shows and conventions.



MICHAEL J. MCGREGOR

Secretary
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Michael McGregor has been involved in security and public safety since 1973. He has a history of service in various areas of security and is currently licensed in Texas as a Level III commissioned officer, Level IV personal protection officer, private investigator, alarm

installer, security consultant and is authorized as a process server by the Texas Supreme Court.

McGregor currently serves as vice president of Dallas Security & Alarm in Dallas.

Growing up I was just another poor kid from Boerne, Texas. My parents worked hard, but we were poor. My dad cut and hauled cedar post, firewood and hay to make a living. This meant that the family lived wherever the work was. My childhood taught me to be resourceful, live simply and to appreciate life. Looking back, I feel so blessed to have lived such an adventurous childhood. It has made me the strong, caring, resilient person I am today.

What I remember most about my childhood is always feeling loved and safe. I knew no matter what was happening that my parents loved and that they would fight the world to keep me safe. It was not until I left home and experienced the real world, that I realize most people never experience that kind of unconditional love and safety. It was only then that I experienced fear, violence and loneliness.

I believe that the realization of how fortunate I was to grow up in a safe and loving environment is what creates my passion for the security industry. I have no law enforcement or military experience, but I spent most of my life fighting for the underdog in one way or another. If there was someone being mistreated or abused I felt an obligation to help.

My first job in the security industry was as a bookkeeper for a security company. It didn't take long for me to learn all areas of the business. It came as a big surprise to me how much I enjoyed working posts. In the security industry

I get to utilize my desire to provide some of the safety and security I grew up with. Every night I go to bed knowing that because of something I did today someone is having a safer, stress free day. I take pride in knowing that we, as a team are making a difference in people's lives.

I opened my company in 2002 with the goal of creating a company where officers are treated with respect and the clients benefit from the service we provide. My business partner Jason and I believe that the combination of well-trained officers and safer clients improve the community around us.

Pro Security is a full-service protection company that stands ready to assist you with all your personal, business and corporate security needs. Pro Security Group is a woman-owned security business established in 2002. We are based in Central Texas, and we serve the Waco, Austin, Temple / Belton / Killeen, San Marcos areas.

Our company's fully licensed, experienced, highly trained armed and unarmed officers are dedicated to promoting and ensuring safe, crime-free environments. We provide security for a wide range of industries including industrial/manufacturing, government facilities, residential communities, construction, and retail/shopping centers.

We specialize in working closely with our customers to ensure they receive the best, most effective services that their unique circumstances



DENISE NICHOLSON

ASSIST Treasurer
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Pro Security has strong values and infuses them in every aspect of the company. Our values are based on:

- **Integrity:** We do the right thing while maintaining the highest degree of honesty and professionalism.
- **Respect:** We respect the values and beliefs of others while continually promoting the safety of our employees, our clients and our community.
- **Teamwork:** We are committed to working together with our clients, our officers, our management and local law enforcement to provide safer environments.
- **Accountability:** We define accountability as taking responsibility for your behavior and taking action to repair the situation.

require in order to protect them and their assets. Our screening process and thorough training ensures our security officers are prepared to handle any situation that arises in a professional, effective manner.

We offer a complete line of security services including armed and unarmed security officers, Concierge security, Access Control, Permanent and Temporary property surveillance. All of our client benefit from our 24x7 Dispatch (talk to a person not a recording) and electronic reports.

Pro Security believes that because security officers have

such a strong presence in our everyday lives, ensuring they have received quality, recognized training to handle all types of emergencies is critical to ensuring the safety of people and property. When you hire a private security company, it is essential that you make sure the officers are well trained. Training can mean the difference between life and death. It ensures the safety and well-being of the officer, the public, the employer and the client. Training is an ongoing process at Pro Security Group to ensure our officers always retain their competency.



SUSAN GRISWOLD

Regional Coordinator
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I began working as an administrative assistant for Professional Security Associates in 1983. After working in all aspects of the business I purchased the company in 1988, changing the name to Security Professionals of Texas. Under my direction, the company has expanded steadily through the years, and today is entering new markets.

As a minority business owner, I have a wealth of

experience with a wide array of clientele, including retail settings, corporate campuses, educational institutions, and investigations.

I have served as the state treasurer, regional coordinator and Gulf Coast regional president for the ASSIST over the past 13 years.

I have worked closely with the Texas Department of Public Safety and the Private Security Bureau to help insure

that our industry is properly represented and has a voice to be heard. As rules and legislature constantly change, it is imperative that we all share our ideas and concerns to help make sure that we have input.

I look forward to serving this association again over the next two years. As long as we work together our profession will prosper.



DANNY HINKLE

Central Texas Region
President

I was born Jan. 23, 1953, in Longview, Texas. I was primarily raised by my mother Bessie Hinkle along with four siblings. I grew up in South Austin and graduated from William B. Travis High School. A week or so after high school, I received a draft notice and joined the Air Force. I served

in the Air Force from 1971 through 1975 with security police where I provided base security and served as the senior security alert team leader. I was honorably discharged and considered a Vietnam Veteran for my service in Southeast Asia.

After my discharge from the service I attended Southwest Texas State University and worked full time as a security officer at Austin National Bank. While attending the university, recruiters from the Houston Police Department visited the campus and it was at this time I decided I wanted to continue my career in law enforcement. My wife and I packed up the few household items we had and moved to Houston where I attended the Houston Police Academy. This was the longest and the most difficult training I ever did, but I did it.

I started working for HPD in 1978. After working four years with the HPD we moved to Longview, because we wanted to raise our girls in a small town atmosphere. I got a job with the Longview Police Department, but my wife wasn't happy in Longview, so we packed up one more time and moved home to Austin.

In March, 1984, I was hired by the Travis County Sheriff's Department and worked 24.5 years prior to my retirement. I served Travis County Sheriff Office as detective, sergeant and patrol senior deputy.

Detective

- Investigated property and person crimes and gathered evidence
- Interviewed witnesses, suspects and informants and took statements
- Wrote and executed search warrants or consent searches
- Filed appropriate charges

Sergeant

- Supervised Narcotics, Patrol, School Resource Officers, and Community Service Officers
- Supervised and reviewed all Travis County accident reports, accident reconstructions, & routine traffic management
- Supervised and ensured K-9 training was conducted properly and created schedules

- Supervised and scheduled Lake Patrol and oversaw boat maintenance
- Supervised and revised the Reserves Program with a recruiting drive that gave them strength and better training
- Oversaw training assignments made by the parks for the Park Rangers
- Supervised and wrote the only Estray Livestock Policy in the State of Texas

Patrol Senior Deputy

- Assigned to Organized Crime Unit and investigated major crimes and narcotics in the greater Austin area covering eleven counties
- Responsible for the seizure of \$13,559,372 in narcotics and \$55,484 in chemicals and glassware
- Responsible for the recovery of \$236,253 in stolen property and \$136,836 cash
- Directly or indirectly responsible for the seizure of 80 methamphetamine labs
- Patrol Deputy

I am still carried as an active Texas Peace Officer for being honorable retired.

My wife asked me what was I going to do now, and I said I want to become a private investigator and security contractor. And that's just what I did. I took the test and started my own company – My Diamond H Enterprises Inc. License C-15786. Licensed by the Texas Department of Public Safety Licensing and Regulations Bureau offers a variety of professional investigative, security and safety services to individual and/or corporate clients.

My Diamond H Enterprises Inc. is comprised of former law enforcement officers with years of experience in all facets of police and investigative work. The company hand selected a team of current and retired local, state, and federal law enforcement officers with specialized training and proactive and reactive experience in each of the available services.

Education

Accreditations

- Southwest Texas University, San Marcos, TX, 32 hours of criminal justice coursework
- Houston Police Academy in cooperation with Criminal Justice Center Sam Houston University 720 class and related Police Training Activities

• Bill Blackwood Law Enforcement Management Institute (Leadership Command College) 2000 graduate

- Master Peace Officer
- TCLEOSE Certified Instructor

Professional Development

- Texas Department of Public Safety Advanced Accident Investigations
- MPH Radar Instructor School
- K-9 Management Training at the Institute of Police Technology at the University of North Florida
- Parks and Wildlife Marine Safety Of-

ficer Instructor School

- Texas Department of Public Safety Clandestine Laboratory Investigation.
- Broward County Sheriff Office Organized Center Today's Mafia and Trends of Emerging Groups.

Certifications

Officer / Manager / Private Investigator

- Texas Department of Public Safety
- License C15786
- May 2009 to May 2013

Master Texas Peace Officer

- Texas Commission On Law Enforcement Officer Standards And Education
- License 71390

Instructor Certification

- Texas Commission On Law Enforcement Officer Standards And Education
- License 71930

Marine Safety Enforcement Officer

Instructor Certification

- Texas Parks and Wildlife Law Enforcement Division
- License N/A

K-9 Management Certification

- Institute Of Police Technology and Management University of North Florida
- License N/ A

Bill Blackwood Law Enforcement Command College

- Sam Houston University
- License N/A

Personal Protection Officer

- Texas Department of Public Safety
- License 944510
- June 2009 to June 2013

Commissioned Security Officer

- Texas Department of Public Safety
- License 944510
- June 2009 to June 2013

Board Certified Criminal Defense

Investigator

Organizations

- Texas Association of Licensed Investigators
- Central Regional President ASSIST.
- National Council of Investigation and Security Services
- World Association of Detectives
- Criminal Defense Investigation Training Council
- National Defense Investigator Association

Classes instructed

Classes instructed

- Narcotics: Travis County Sheriff's Office, Capital Area Law Enforcement, Texas Parks and Wildlife, Clandestine Seminar
- Marine Law Enforcement Instructor: Austin Police Park Police, Travis County Sheriff Office, LCRA Rangers
- Arrest Search and Seizure: Travis County Sheriff Office, Capital Area Law Enforcement, Texas Parks and Wildlife

Charles Kellis is the president and qualified manager for Landmark Protective Services Inc. He oversees the daily operations of the company to insure compliance with all local, state, and federal regulations as well as compliance with client contracts.

Kellis and his wife of 27 years, Carolyn, are the owners of Landmark Protective Services which was incorporated Aug. 22, 2002.

Kellis started his security career in 1987 as a gate officer for an upscale residential community in Las Colinas and worked his way up to the position of facility manager for a Class A high-rise facility.

While working in the security field he attended the Dallas Baptist Police Academy and became a reserve police officer for a small town in Collin County.



CHARLES KELLIS
North Texas Region
President

In 1997, he left his position for a full-time career in law enforcement.

Kellis entered his law enforcement career as a patrol officer, was promoted to the rank of sergeant and briefly served as the interim chief of police for the city of Lavon.

In 1999, he accepted a position as a deputy sheriff for the Ellis County Sheriffs Department.

While at the department Kellis served as lead officer, field training officer and instructor.

From 2000 through 2003 Kellis served as president of the Ellis County Sheriffs Officers Association where within one year of taking office he was instrumental in forcing a pay referendum that earned the employees a 30 percent pay raise.

While working for the Sheriffs Department Kellis opened his own business, and

in August of 2002, he and his wife started Landmark.

In June of 2005, Kellis left his law enforcement career and dedicated his attention to growing the business.

He is currently a member of: ASSIST, for which he serves as the president of the North Texas Chapter, ASIS International, Texas Municipal Police Association, the Texas Police Chiefs Association. He holds the following certifications and licenses: owner, officer, manager, registration, Level III Security Commission, Private Investigator Registration, Advanced Peace Officer Certification, TECLEOSE Instructor Certification, and Texas Code Enforcement Officers Certification.

He is a proven leader with a track record of success. He knows that the key to being successful in the security profession is to be responsive to the customers needs and to provide quality, service oriented personnel to every client facility.

Mike Hudson was elected ASSIST Gulf Coast Region President in October 2013. Hudson has big shoes to fill taking over for State Regions Coordinator Susan Griswold. In addition, he has the challenge and opportunity to host the ASSIST State Convention this year at the Omni

Houston Hotel at Westside. He was the GC regional secretary from 2011 to 2013. He has been the LEAPS chairman in Houston since 2011.

Hudson has been a security manager for 17 years and has experience at refineries and chemical plants, R&D facilities, call centers, trucking terminals, manufacturing facilities, high rise buildings, hospitals and water treatment plants.

He has been the regional manager for Smith Protective Services in Houston for the last 10 years. Prior to joining Smith, he worked with



MIKE HUDSON
Gulf Coast Region
President

two national security companies in various management positions and was assigned to the following cities; Borger, Tx., Bartlesville, Okla., Cleveland, Ohio, Houston, Tx., and Chicago, Ill.

After spending three winters up north, he finally came to his senses

and moved back to the state and joined Smith. The most important reason to come back to Houston was to help raise his two children, Miranda and Mitchell. Miranda is currently a third year college student making excellent grades (3.9 GPA) majoring in accounting. Mitchell just finished boot camp at Marine Corps Recruit Depot in San Diego where he was the Platoon's Top Marksman and received a promotion to private first class. He is currently assigned to Camp Pendleton before beginning his MOS training in Virginia.

Valley Wide Security is able to offer comprehensive security operation services, provide a Security Officer Division, Security Divisions of Burglary, CCTV, Access Control, and Fire Alarm. We also offer an Investigative Division and Level III Security Academy.

Professional highlights

- President – OTSO Inc. dba Valley Wide Security
- Licensed manager – OTSO Inc. dba Valle Wide Security
- Partner/Chief of Operations – Cameron County Security& Alarm
- South Texas Security Commissioned Security
- Level I Alarm (Security Systems)
- Licensed Private Investigators
- Licensed Concealed Handgun instructor
- Licensed Level I & II security officer
- Licensed Level III Fire Arms and Classroom instructor for Commissioned



JAMIE S. OCHOA
Rio Grande Valley
Region President

Officers

- Registered manager
- Resident alarm planner (Fire Systems-Texas Department of Insurance)

Associations - Memberships

- ASSIST secretary 2004-2006
- ASSIST 2013

President's Award

- Rio Grande Valley (RGV) ASSIST vice president 2003-2006
- RGV ASSIST president 2006 - present
- Texas Burglar and Fire Alarm Association
- RGV TBFAA member 2003 - present
- RGV TBFAA director 2008 - 2010
- American Society for Industrial Security
- ASIS member 2010 - 2012
- RGV Border Chiefs Coalition
- BCC member 2010-Present
- Member Brownsville Crime Stoppers 2008 - present

From our Elected Officials

2014: NEW YEAR, NEW CHALLENGES

The new year is here! It's a time to celebrate, but for the Texas Legislature, the beginning of 2014 is also time of preparation. Although the Legislature as a whole isn't scheduled to meet again until January of 2015, some of the 84th Legislative Session's most important groundwork will be laid in the coming months.

Joe Straus, the Speaker of the Texas House, will soon be sending out a list of interim charges to all of the committees – basically, our homework between sessions. That means working on the investigations and reports. We need to hit the ground running when the next session begins. We will be holding hearings around the state on a myriad of issues, including the security profession. All of those hearings are public, so keep an eye out for meetings in your area; you have the opportunity to lend your expertise to us. You can keep track of everything by heading to <http://www.house.state.tx.us>.

The committees will be tackling certain specific subjects, but individual members, like me, will also be hard at work on all kinds of ideas for the next legislative session. This is an election year for all 150 members

of the Texas House, so we will be looking to our constituents to help set legislative priorities. Make sure your representative hears from you during 2014 so that they know what you would like them to work on. The best way to do that is to reach out to your representative's local office. If you don't already know who your representative is, visit <http://www.house.state.tx.us/members/find-your-representative> to find out.

There's no better way to ensure that your voice is heard than by directly contacting your representative or their staff, and they need to hear from industry insiders like you so that they know what issues you consider most important. I know that working with my constituents makes it possible to do the best job I can for El Paso.

The Capitol may be quieter than it was during session, but a lot is happening, and this is the best time to get involved. Maybe you can add that to your New Year's resolution list!

I look forward to the exciting preparations about to take place. In the meantime, I wish you and your families a very happy and healthy 2014.



JOE MOODY

Texas State Representative
District 78
(512) 463-0728

“There's no better way to ensure that your voice is heard than by directly contacting your representative or their staff, and they need to hear from industry insiders like you so that they know what issues you consider most important.”

Interim in the State Legislature

First off, I would like to thank the ASSIST team for inviting me to their convention. As a retired police officer and the husband of a small private security business owner; I enjoyed meeting with knowledgeable individuals in the same line of work as myself.

A new year is upon us and the state legislature begins researching the interim charges assigned to the committees by the Texas Speaker of the House.

The interim charges are topics that the speaker would like the committees to research before the start of the next legislative session. Since a regular Texas legislative session is only 140 days, every odd-numbered year; many subjects take much longer to research as a committee. The findings during the interim lay the ground-work for the upcoming session. Interim committee hearings are posted on the House Committee website and are open to the public.

If the topic you wish to be addressed is not contained in the interim charges. The interim is also the

best time to meet with your legislator and make recommendations for the upcoming session. If you wait until session begins to try to advance unfilled legislation, it is already most-likely too late.

Many constituents contact my office and ask how they can help get a particular bill passed. I tell them to not only educate me on the issue, but also educate the members on the committee especially the chairman or chairwoman of the committee that the bill is expected to be referred to. A “Yea” vote has to be earned, and if a member is not familiar with a bill they are more likely to vote “nay.” Getting the members' attention on a certain bill will also help it reach a committee vote faster since more are knowledgeable and comfortable casting that vote.

During the 2013 session, 1,437 bills were passed, 6,061 pieces of legislation were filed. Time is very important.



ALLEN FLETCHER

Texas State Representative
District 130

TEXAS COMBATS HUMAN TRAFFICKING

Human traffickers hold men, women, and children against their will, and through force, fraud or coercion make them work for little or no income. At its core, human trafficking reduces humans to property and is a form of modern-day slavery. Law enforcement officials serve on the front lines of the state's battle against human trafficking. With every rescued victim and every conviction obtained against human traffickers, we learn more about the crime.

To ensure criminal justice professionals can recognize the signs of human trafficking and be able to respond appropriately, the Texas Attorney General's Office and the Texas Human Trafficking Prevention Task Force developed a human trafficking criminal justice manual. Titled *Introduction to Human Trafficking: A Guide for Criminal Justice Professionals*, this manual discusses the reality of human trafficking and teaches how to successfully spot the crime through interdiction and connect victims to services. The manual is a key tool for law enforcement

officers, prosecutors, parole officers, social workers and others who are positioned to make a difference in the lives of the vulnerable and the victimized.

The human trafficking criminal justice manual – a free copy of which can be found at www.texasattorneygeneral.gov – covers numerous topics that will further criminal justice professionals' efforts to identify, investigate and prosecute human traffickers such as:

- Discussing how to recognize victims and help them access critical services they need to start their road to recovery;
- Providing human trafficking scenarios that different criminal justice professionals may encounter; and
- Empowering criminal justice professionals, communities and crime victim services groups to take action.

This manual is the latest in a series of efforts Texas has taken over the past decade to combat human trafficking. In 2003, the Texas Legislature passed one of the first state-level anti-trafficking laws in the United States. At the same time, regional task forces and

other collaborative efforts were established across the state to identify human trafficking victims, create service response systems, and bring traffickers to justice.

In 2009, the Texas Legislature passed legislation that created the Texas Human Trafficking Prevention Task Force and charged the Attorney General with chairing it. The task force's inaugural report to the 82nd Texas Legislature highlighted the task force's collaborative approach to address human trafficking on a statewide and regional level. Of the 35 legislative recommendations identified in the 2011 task force report, the Texas Legislature enacted 32. The anti-trafficking legislation provided an improved legal framework for combating human trafficking.

Recognizing the most successful efforts are those that utilize collaborative endeavors and pooled resources, the Human Trafficking Prevention Task Force outlined additional steps the state should take to prevent human trafficking in its report to the 83rd Texas



GREG ABBOTT
Texas Attorney General

For a copy of the human trafficking criminal justice manual, please visit our agency website at texasattorneygeneral.gov. Peace officers may direct additional inquiries to Captain Greg Lucas of the Law Enforcement Division at (512) 936-1335.

Legislature. The Legislature again acted, passing legislation that combined several recommendations presented in the task force's report. The new laws toughen penalties against offenders who employ, authorize or compel a child to work in a sexually oriented business; improve victim identification, shelter and assistance; develop

See **TRAFFICKING** on page 13

Be Aware of Unreturned Property Costs

A common problem for employers is how to protect the company when employees leave the job without returning company property. Taking the employees to court would not be worth the cost in most cases.



TOMMY SIMMONS
Legal Counsel to
Commissioner
Hope Andrade

Losses during employment can be handled with deductions from future paychecks that the employee authorizes in writing. However, the solution is not so easy when the loss occurs after the employee leaves the company.

Although a

properly-worded wage deduction authorization agreement would make it possible to deduct a loss from the final paycheck in a lump sum, such a deduction is limited to whatever will not take the employee's pay below minimum wage, and the company might have to absorb the unrecovered cost. For those reasons, some employers utilize what is sometimes called a "property return security deposit," which amounts to a type of fund in which money is held in escrow against the possibility that it might be needed to pay for the reasonable cost of repairing or replacing lost or damaged items that were checked out to the employee in connection with the employee's work. Such a security deposit is normally composed of money contributed each pay period by the employee.

Deductions for such a deposit are legal if they meet the following two requirements: the deduction does not take the employee below minimum wage (federal law); and the deduction is authorized in writing by the employee (Texas law).

Best practice: cover the property return security deposit in three different places: 1) a policy in the employee handbook (have the employee initial or sign such a section); 2) a standalone agreement; and 3) within the list of deductions covered in the general wage deduction authorization agreement that every employer should utilize with employees. Caution: what such a policy is not for is getting employees to pay for what should be considered normal business costs, such as normal wear and tear, or upgrades for what was lost.

Government Belongs to You!

When the 83rd Legislature ended a new cycle began -- interpreting and implementing laws passed during the session.

There isn't enough room here to describe every law that passed, let alone go into the detail about the process of enacting those new rules. Consider these some of the highlights; if you're interested in more, please contact my office, which can explain my bills and many others, or direct you to the appropriate resource for more information. The contact information is at the end of this piece.

One of the laws passed during the session was one that allowed Texans to vote on creating a water fund. That ended up being Proposition 6 in November's Constitutional Amendment election, which passed overwhelmingly.

It allows Texas to use \$2 billion of the state's \$8 billion savings fund -- properly named the Economic Stabilization Fund, but known more commonly as the Rainy Day Fund -- to create the State Water Implementation Fund of Texas and State Water Implementation Revenue Fund of Texas. The SWIFT is to receive the \$2 billion, and revenue generated from SWIFT projects would be used to fund the SWIRFT.

The accounts are to be managed by the Texas Water Development Board, which is in the process of developing specific plans for how the money is to be spent.

Proposition 6 was not the only important vote in November. I also strongly favored Propositions 1 and 4, which help service members and their families. As a member of the Veterans Affairs and Military Installations Committee I helped craft those proposals, which reduce property taxes for surviving spouses of military members killed in action (Proposition 1) and reduce property taxes for disabled veterans or their surviving spouses who live in a home that was donated to them by a charitable organization (Proposition 4).

Another key law we passed was HB 5, which transitions from the three current high school graduation programs to one foundation high school program with endorsement options to increase flexibility for students. H.B. 5 also reduced the number of high stakes tests that had resulted in too much teaching to the test while it encouraged flexible course requirements to match our state's workforce needs.

During the debate, I was concerned that

too much flexibility could potentially undermine the rigor needed for our students to be college ready. At this writing, it appears that the State Board of Education will not require students to complete Algebra II -- a core college preparation course -- in each of the endorsement plans. This is a reversal from the SBOE initial proposal. However, HB 5 provides local districts the ability to require Algebra II, and school districts in El Paso County have stated their intention to maintain the Algebra II requirement.

In addition to supporting HB 5, I also passed significant transparency and accountability bills. One of those, SB 122 adds school districts' boards of trustees to the list of county officials who can be removed from office for incompetence or misconduct. This was part of a package of bills I passed as a response to issues that grew out of a corruption and cheating scandal in the El Paso Independent School District.

The issues at the EPISD were not unique to that district or to my community; one of the findings was that the school board failed in its oversight responsibilities, which resulted in the commission of the Texas Education Agency replacing them with an appointed board. I believe in the future it would be better for members of a community to have the option to take action, which this law allows.

SB 1795 was meant to allow the state to accommodate the work of Navigators, specially trained workers who are to help consumers understand new coverage options under the Affordable Care Act. However, the state leadership and the Texas Department of Insurance has taken the law far beyond its intent, using SB 1795 as a pretext to create unnecessary rules for Navigators that make it very difficult for them to help people.

This is a critical issue in Texas and particularly in El Paso County, with more than six million uninsured in Texas, and about 180,000 in El Paso County. Those numbers show why we have to work hard to enroll people for insurance under the Affordable Care Act, and why we must continue to push Texas to expand Medicaid. The failure to do so has left a "coverage gap," which affects more than one million adults who cannot afford insurance under the exchanges but cannot get Medicaid.



JOSÉ RODRÍGUEZ

Texas State Senator
District 29
(915) 351-3500

The author represents Texas Senate District 29, which includes the counties of El Paso, Hudspeth, Culberson, Jeff Davis and Presidio. He represents both urban and rural, and more than 350 miles of Texas-Mexico border. Senator Rodríguez was elected in 2010, and is a member of the Criminal Justice, Veterans Affairs and Military Installations, and Government Organization committees, as well as serving as Vice Chairman of the Jurisprudence Committee.

Still, it's estimated that more than half the uninsured Texans will be able to purchase insurance through the marketplace, which already is reducing costs, with 2.6 million people receiving some help with the purchase.

Using a new state law meant to help people find insurance to make it harder for people to find insurance is unconscionable.

Each legislative session we are given the privilege of making government work for the people of Texas. We share a great state in a great country, and it is our constitutionally framed government that holds us together in this unique union.

We face great challenges, from water to energy to education to transportation (in addition to allowing Texas to vote on water in 2013, we also will have a vote in November 2014 on transportation), and government is how the public interest is represented. As you can see above, there is much to do, as these issues only represent a fraction of the important work at hand!

I'm proud to represent District 29 in the Texas Senate, and to play a role in representing my constituents in these big questions. We are hard at work in 2014 helping implement the laws of 2013, and planning for the legislative session of 2015! If you have any questions or comments, please feel to contact me.

Community Partnerships get R.E.A.L. with El Paso Youth

The United States Border Patrol's R.E.A.L. Mission Program is a mentorship program that targets "at risk youth" in the hopes of guiding them toward becoming the next generation of leaders within our community. The R.E.A.L. Mission, which stands for Rewarding Education, Attitude and Leadership, began in the Border Patrol's Laredo Sector in 2011, and was quickly adopted by the El Paso Sector in 2012. Working with a broad spectrum of community partners throughout the area, the Border Patrol uses a balanced approach of presenting youths with the consequences of making bad choices, and the long term benefits of good choices.

In the El Paso area, the Border Patrol works with the Justice of the Peace (Precincts two and four) and high school administrators in identifying which students would best benefit from a comprehensive mentorship program. The students, who are already scheduled to appear before a Justice of the Peace for various violations, are then given the option of completing the R.E.A.L. Mission Program, or paying a court mandated fine. Students in the program are required to complete community service projects and participate in physical training during the sessions. This allows the youths to build pride in themselves and their community.

Once the youths enter the program, they are required to participate in approximately 60 hours of sessions with the Border Patrol and participating community partners who share the same goal of helping local students. Local law enforcement partners gladly dedicate valuable time and manpower



RAMIRO E. CORDERO

to discuss the various aspects of their careers and the consequences that occur when people make bad choices. Other local non-profit groups, such as Mothers Against Drunk Driving (MADD) and the Child Crisis Center, have also helped by providing impactful and in depth presentations to the students.

The objective is to have the students recognize the repercussions of making bad choices and understand their true worth and potential. The Border Patrol then coordinates presentations from other community partners who will help them reset their goals and plan their future. Participants from the University of Texas at El Paso, El Paso Community College, Armed Forces recruiters, Job Corps, local television stations, and other organizations from around the community have all delivered presentations that help the students set personal and career goals once they complete high school. These youths then work in conjunction with their Border Patrol mentors to develop a realistic plan that would help the students achieve their newly set goals.

In just two years, seven stations within the El Paso Sector of the USBP have graduated seventeen classes and more than 200 students from the R.E.A.L. Mission Program. Several graduates of the program have now completed high school and chosen to continue their educations at UTEP and EPCC. It is clear that due to the commitment of these youths to the program and the efforts of the R.E.A.L. Mission Program and the rest of the community, several future leaders within our area will be able to face the challenges ahead.



ACT BEFORE IT IS TOO LATE

Sections of the Texas-Mexico border are similar to war zones our brave men and women serving in uniform face as they defend freedom in foreign lands.

President Obama and his administration refuse to take any serious steps to improve our defenses, which we desperately need to meet the clear offensive by Mexican cartels and their American gang allies.

Now is the time for our nation to stand behind leaders like Texas Agriculture Commissioner Todd Staples, who has devised a plan to defeat cartel activity in the United States and secure our border.

In November 2011, Commissioner Staples enlisted Gen. Barry McCaffrey and me to perform a study of Texas border security and put a military-strategic lens on the situation.

Our report found that transnational, organized criminal activity originating in Mexico is spilling over into the U.S., and Texas is the frontline in this conflict.

Texas landowners were being threatened and assaulted by cross-border gangs and narco-terrorist activities.

Sadly, two years later, because of a lack of the will to win, sections along the Texas-Mexico border region are disintegrating and becoming even more dangerous places to live and raise a family.

America must act now or everyone's livelihood in this nation is at stake.

Here are the facts: In the first 11 months of the 2013 fiscal year, the U.S. Border Patrol apprehended 389,099 undocumented immigrants along the southwestern border sectors from California to Texas. The most apprehensions by far occurred in Texas, with 212,881 in South Texas alone. South Texas has seen a 30 percent increase in apprehensions from a year ago.

Here is what every American needs to know: There is a frightening and growing

connection between cartel intrusion and global terrorism. It's not a coincidence the largest Iranian embassy in the world is in Venezuela. Think about the proximity of South America to the U.S.-Mexico border – it is much closer than the Middle East.

On a regular basis, our hardworking agents with the Border Patrol are arresting Middle Eastern men trying to sneak across our border.

Approximately 80 percent of all undocumented immigrants from countries other than Mexico are apprehended in South Texas.

Terrorists have determined where the hole in our defenses is located, and it's along the border in South Texas.

We have no idea how many of these potential terrorist sleepers have gained entry into our country undetected.

The Department of Defense spends billions on missile defense to protect us from nuclear Armageddon.

Yet it appears the odds of a nuclear strike may come from a terrorist carrying a dirty bomb across our porous southern border.

Hope is not lost; leaders like Commissioner Staples have been developing solutions to secure our border.

For years, he has spent time in the border region working with farmers and ranchers who are threatened daily by cartel activity.

He has taken savings from his agency to aid in the expansion of the Texas Department of Public Safety's Operation Drawbridge.

This initiative installs and monitors low-cost, high-tech motion-detecting cameras on landowners' properties to improve surveillance capabilities along the Texas/Mexico border.

Since January 2012, Operation Draw-



ROBERT SCALES

Retired Maj. Gen.
United States Army
War College

bridge has led to the apprehension of more than 18,000 individuals and the confiscation of nearly 40 tons of drugs.

Commissioner Staples has a six-point plan to reform immigration that starts with border security, and it does not include amnesty.

The commissioner hasn't just talked about border security; he's actually done something to fix it.

It's leaders like Commissioner Staples that we need if we are to win this fight and secure our nation once and for all.

Having worn the uniform of the U.S. Armed Forces defending our freedoms around the globe, I am offended not only by failed leadership in the White House, but also by politicians who's only solution is to chase headlines calling for border security.

We need leaders who lead. We need leaders who propose solutions and deliver results.

Todd Staples is the man to trust to get it done.

It is critical to note, this is not just a South Texas problem. This is not just a Lone Star State issue.

This is an American fight for security. We have an exposed flank, and if we fail to secure it, our enemies who want to destroy us will use this weakness against us. I pray we act before it is too late.

TRAFFICKING *continued from page 10*

additional preventative strategies; and expand the duties of the Human Trafficking Prevention Task Force.

Together, Texans can make our state

hostile territory for human traffickers and a safe haven for their victims. Criminal justice officials who are aware of human trafficking situations and who take a proactive approach will better serve human trafficking victims in their area. By taking

a victim-centered approach in their daily work and understanding that the next individual they work with may be a trafficking victim, criminal justice professionals can make a huge difference in the fight against human trafficking.



Check out the new ASSIST website at
www.assisttexas.org

Under the main tabs you'll find:

- Member Services
- Enforcement
- Convention News
- From the President
- Regional News
- Calendar of Events

The Smith Family History, Part 3

Since its inception in 1903 and its expansion across Texas, the Smith brand has gone through many iterations, branching into different fields of security, each having its own name and shareholders. The first half of the twentieth century saw the establishment of Smith Detective Agency, Smith



MARK SMITH

Texas PSB Board

Nightwatch Service, Smith Alarm, and C & I Protection. The 1960's and early 1970's saw the establishment of Smith-guard, Inc., Smith Fire Equipment Co., Smith Janitor Service, Inc., Smith Courier Corporation, Smith Investigation Service, Inc., and Truth Verification, Inc.

Many of the challenges faced by Smith are faced by most growing businesses, but a family business presents its own set of unique challenges over and above the normal cyclical obstacles such as a changing business climate, changing customer needs, and new competitors arriving on the scene.

As you will recall from Parts 1 and 2 of this history, the family business was divided between my father and my uncle. From there the business evolved into many aspects. While this expanded the reach of the Smith brand, it also led to competing interests among the shareholders, some of whom were aunts, uncles, cousins, brothers and sisters. In time, these conflicts were solved by buying out shareholders and merging many of the companies into one.



In 1971, Smith Protective Services, Inc. was established, and by the late 1970's most of the earlier companies were merged under the Smith Protective Services name. The end result of this consolidation was the birth of a state-wide multifaceted security company that provided all lines of service – armed and unarmed security officers, patrol services, security officers in dedicated cars, security officers on horseback, fire equipment, polygraph testing, investigations, and, as technology evolved, video surveillance systems. The combined company has now served the state of Texas under the Smith Protective Services name for more than 50 years.

Being able to provide all these products and services under one umbrella led to large facilities becoming Smith's main target market, as they were the ones who needed all of the services and products. By focusing on these large facilities,

Smith Protective Services became a security director's nightmare. If a facility hired Smith, they no longer needed a security director. Large facilities became our niche market.

As we settled into this niche market and our business grew, we were soon to be assailed by one of our biggest challenges that came not from our competitors in the security industry but from our vendors in the insurance business. Servicing large facilities required high levels of insurance, while mid-size and smaller customers required lower levels of insurance.

While large facilities were Smith's niche market, they were not Smith's only market, and the mid-size and smaller customers were not prepared to pay for high levels of insurance. This was not a problem as long as insurance companies were willing to provide insurance on an account-specific basis, for example, insuring one customer for \$1,000,000 and another for \$5,000,000, according to customer needs and requirements. However, in the 1980's insurance companies looking to make more money stopped offering these policies and stymied Smith's ability to price its services according to customer needs.

By the late 1980's the insurance issue was beginning to cut into Smith's ability to keep its smaller accounts. Being unwilling to give up the smaller accounts and put all their eggs in one basket, so to speak – and particularly not being willing to be held hostage by the insurance industry, some of Smith's key managers started Centurion Protection, Inc. to sell to small customers that did not require high levels of insurance. Smith allowed them to



See **SMITH** on page 15

A CONSTANT BATTLE

The effort itself is magnanimous. But the passion of the men and women that protect and secure the Texas border along the Rio Grande is strong and persistent. The difference being the effective coordination of law enforcement at all levels of government.

Members of the Texas House Committee on Homeland Security and Public Safety met in McAllen, Texas (Hidalgo County) in November for a briefing by the Texas Department of Public Safety (DPS) on border security and operations. Committee members also had the opportunity to witness demonstrations of the marine and aerial assets used by DPS to keep our border safe. More importantly, members got the experience of patrolling the waters of the Rio Grande with DPS officers and, for a short time, experience the challenges as well as the dangers they face on daily basis.

The Rio Grande divides Texas from Mexico and the border stretches for approximately 1250 miles. The Rio Grande Valley is located at the southernmost tip of Texas and spans four counties (Starr, Willacy, Cameron and Hidalgo) being populated with over 1 million residents. Although the topic was border security, the focus of the discussions in November

was regarding operations in the Valley.

Due to the terrain of the river and its banks and the topography of the area, there is plenty of opportunity for criminal activity from across the border. The data collected by DPS indicates the drug smuggling operations of Mexican cartels, as well as human trafficking and human smuggling, had increased exponentially over the last two years, reaching a critical point. The impact that these illicit activities have on people and society are profound, but not often discussed are the effects they have on healthcare, correctional facilities, educational institutions, job market, utilities, and other functions and services. The reach of those burdens goes beyond the Valley and the State of Texas and ultimately affects the entire nation.

Operation Strong Safety was a multi-agency initiative conducted in late September 2013 which increased the presence of law enforcement in the Valley for about three weeks. According to DPS, resources conducted patrols 24/7 on, above and along the river to detect and intercept drug and human smuggling activity before the



JOE C. PICKETT

Texas State
Representative
District 79

cartels could move people and contraband into the community. The results were staggering: 95% decrease in methamphetamine seizures, 74% decrease in felony pursuits, 67% increase in recovery of stolen vehicles, 185% increase in U.S. currency seizures, and 134 commercial vehicle drivers were arrested as smugglers. There are many more

positives reported by DPS, and the good news is that these surge operations aimed at reducing the victimizing of innocents and reduction of cartel activities will continue along the Texas-Mexico border.

The critical element in the success of this type of operation is the coordination by law enforcement. Sheriffs, constables, city police, U.S. Customs and Border Protection, FBI, Texas Parks and Wildlife Department, Texas National Guard, and others worked with DPS not only on this operation but continue on a regular basis to keep people and property along the Texas-Mexico border safe and secure. Law enforcement, working across jurisdictions, void of concern for credit or praise, in the pursuit of public safety, is an example for others in public service to emulate.

SMITH *continued from page 14*

use a dba of Smith Protection Security and Centurion Protection utilized Smith's advanced accounting and information technology services. It was a win-win all around. The employee/owners remained competitive among their smaller customer base, the customers were served by familiar management, the two companies operated as colleagues rather than competitors, and most importantly, insurance companies were no longer holding Smith hostage.

Around this same time, and always looking for new markets that fit our philosophy of customer service, Smith realized that our main "product" was providing reliable personnel at the customer's worksite. Here again, we looked at what the market wanted and needed – mainly light industrial workers, and Smith began providing temporary personnel services under the name Smith Personnel Solution.

What made Smith Personnel Solution different – in addition to the established long time reputation of Smith Protective Services – was that Smith could utilize its experience in employing licensed security officers requiring criminal background checks to hire and place temporary work-

ers on whom Smith had also done criminal background checks. This gave an added level of comfort to Smith Personnel's customers. Smith's experience serving the security needs of large facilities allowed Smith Personnel to target large manufacturing and distribution facilities. Building on the earlier success of employee ownership, key managers started Smith Temps, Inc. to serve small customers that did not require high levels of insurance, and they have maintained a symbiotic relationship with Smith while not leaving business on the table.

So here we are 110 years later. Smith continues to receive accolades from the security industry and from the community at large. It was most recently being recognized by the San Antonio Police Department and BATNET (Businesses Against Theft Network) with the Emil Fischer BATNET Award as the company they feel has gone "above and beyond" to make the community safer and more secure. It was also being honored at the 2013 ASIS International Global Security Conference with the ASIS LELC Matt Simeone Excellence Award for Smith's role in spearheading and fostering mutual cooperation between police departments and the security indus-



try through its support of LEAPS.

Why are we still here – and why will the Smith brand continue to survive and thrive? Because in the end, it hasn't been about who owns the company, but it has been about the people. People who have been with Smith for many years.

Now as we look to the future, we are in the process of transferring management of the Smith brand to the next generation – my son, Alex and my nephew, Aaron. It is anybody's guess where the business will take them.

Compiled by
JOSE L. BANALES
 Assistant Chief, Operations Bureau Commander
 San Antonio Police Department

IN REMEMBRANCE

On Dec. 20, the San Antonio Police Department lost a hero. During the early morning hours of Dec. 8, Officer Robert C. Deckard was shot while in pursuit of two robbery suspects. The prognosis was not very promising and had he survived, medical doctors indicated that he would have had severe paralysis and impaired cognitive and mental capacities as well as impaired speech. Officer Deckard clung to life for 13 days at San Antonio Military Medical Center where he received state-of-the-art medical attention and treatment by some of the best doctors in the country. Family and fellow SAPD officers were hopeful that Deckard would survive, but he ultimately succumbed to the injuries he suffered.



Services were held Jan. 4, at Cornerstone Church and was officiated by Pastor John Hagee. Police Chief William McManus read the eulogy and within his reading provided a timeline of Officer Deckard's pursuit: (Excerpt from Chief McManus' reading)

0114 hours on Dec. 8, 2013, a call was dispatched with the description of a vehicle involved in a robbery.

0117 hours, Officer Deckard is assigned

0143 hours, Officer Deckard is on the quadrant on IH-410, spots the vehicle and begins to follow it. Officer Deckard calls for cover.

At 0149 hours, Detective Brent Lively and Officers Adam Azua and Manuel Calderon fall in behind Officer Deckard.

It's now 0150 hours and Officer Deckard activates his emergency lights in an attempt to conduct a felony stop and the pursuit begins.

At 0155 hours, speeds near 100 mph are being reported.

At 0156, Officer Deckard instructs the dispatcher to "Notify County" referring to Bexar County Sheriff's Office.

Ten minutes pass since Officer Deckard activated his emergency lights and at 0200 hours, speeds near 115 mph. A short time later, the suspects slow to 90 mph, possibly trying to draw Officer Deckard and his cover officers in closer.

It's now 0202 hours and as speeds slow to 70 mph and Officer Deckard warns: "I have an AR-15, watch my crossfire."

At 0204 hours, a call for AirLife is made to be on standby.

Two minutes later, at 0206 hours, the suspects fire the first shot and Officer Deckard warns Officers by radio. He re-

ceives no response and goes over the air to ask: "Did you copy?"

At 0207, Officer Deckard sends Detective Lively 2 MDT transmissions: "They shot at me" "No hit" 0208 hours, Detective Lively relays Officer Deckard's message by radio.

At 0209 hours, the suspects begin throwing objects out of the suspect vehicle into Officer Deckard's path and he again warns over the radio: "Still shooting at us!"

At 0210 hours, speeds start to increase to 80 mph, and two minutes later, their speed increases to 100 mph and dispatch informs that AirLife isn't available.

Two minutes later, at 0212 hours, Officer Deckard is mortally wounded. San Antonio Fire Department EMS takes over and provides the best emergency care possible on scene and while en route to SAMMC.

Chief McManus illustrated Officer Deckard's commitment and dedication to the SAPD by reading an email by Officer Deckard to Sergeant Miles Earwood expressing his interest in the SAPD Honor Guard and how he believed that serving in the Honor Guard would be serving in the highest position of honor within the department. Additionally, Chief McManus read a message posted on the SAPD Facebook page:

M. Nash: "Totally got some unexpected help from an Officer Deckard today (Badge #528 – I think...) that was completely beyond what I expected! His professionalism, care for community, and curbside manner was absolutely stellar. SAPD ROCKS!" (Posted Dec. 3, at 9:24 p.m)

Officer Deckard was shot five days later....

"All we have to do is look at his picture.



**Chief McManus described
 Officer Deckard in three words:**

**“ALL
 AMERICAN
 COP!”**

The only thing on his face bigger than his smile was his big square jaw. He always looked sharp in his uniform, he was attentive, he had a great sense of humor, was well liked and was trusted by his colleagues."

The following quote from Officer Deckard's SAPD Training Academy Class 2006C really embodies what type of officer

ROBERT C. DECKARD



Deckard was and stood for:

"As the guy that could go anywhere and be the life of the party, he could make people laugh, make you feel like everything was going to be alright and would give you the sense of goodness." They went on to say, "Anyone that knew Bobby knew how much he loved being a San Antonio Police officer. He was perfect in the sense that he was perfect for this career; he had the drive, compassion, motivation, and skills which he would continuously hone. You could say he was the finest of the finest. Bobby's tactical skills were second to none. He was the officer you wanted standing by your side, especially on the most harrowing, difficult calls. He stayed in top physical shape and aspired to be part of the elite SAPD SWAT. Bobby you are our hero, we love you and you will live on through us.... We do not say goodbye, we say so long."

The church service concluded with the traditional "Hall of Honor" by all the sworn officers representing various police departments from throughout the nation. The procession, "Honorary Escort" was lead by the San Antonio Police Department's Traffic Section, entire Motorcycle Unit and followed by the hearse carrying his body and a series of six cars transporting the family. Following the family were hundreds of marked police vehicles from the various departments that came to pay their last respects to him.

The marked police vehicles were followed by the friends and family as well as many citizens from the greater San Antonio area. The procession was very impressive as it spanned more than 15 miles long.

Along the entire route from the church to the burial site, citizens were stopping and getting out of their vehicles to stand and salute as the hearse carrying his body passed. As the procession approached the burial site, the street was lined with citizens for approximately one mile. The display of citizens that had come out to pay respects to Officer Deckard was not only impressive but emotionally moving. I have dedicated more than 30 years of service to the SAPD and have never seen such a large number of citizens come out to pay respects to one of our fallen Officers.

Once at the burial site, the traditional final respects were paid. They started with the parade from the hearse to the gravesite, while the combined San Antonio Fire Department Honor Guard Drum Corp and bagpipes from the various departments played. A short prayer service by Pastor Hagee was officiated, followed by a 21-gun



salute and TAPS was played. The "Folding of the Flag" was performed by the SAPD Honor Guard and Chief McManus presented the flag to Officer Deckard's wife. Retirement of the Badge by Chief McManus was conducted and the Emergency Tones were heard over the police radios. Dispatch announced the retirement of Officer Deckard's badge and "End of Watch." A flyover by the SAPD Helicopter Detail in the "Missing Man" formation followed immediately after retiring the badge. The ceremony was concluded with the bagpipes playing "Amazing Grace."

On behalf of Chief McManus and the men and women of the San Antonio Police Department:

"To all the police officers who came from other jurisdictions, to all state, county, and federal agencies, to all the firefighters and EMS personnel, to all the representa-

tives of the criminal justice system, and to all the Greater San Antonio community, thank you for honoring Officer Robert Deckard with your presence."



THE OTHER SIDE OF PRIVACY

In my last installment, we discussed the issue of protecting your data from eavesdropping. With the NSA constantly in the news, spying and privacy are still a hot topic. But there is an additional aspect of the privacy argument that is equally important, especially for business owners and operators. Are you the custodian of anyone else's privacy? Do you have information you are responsible for protecting? What are you doing to prevent your own Edward Snowden?

Each of us in the security industry finds ourselves in the position of protecting and securing not only the physical assets of our clients, but information about those clients as well. We are in roles that allow us to observe the operations of our clients and overhear their conversations. Provided the client is not operating illegally, we are professionally and contractually obligated to protect that information from disclosure.

Additionally, in the course of running our businesses, we come into possession of private information from our employees. We routinely process payroll, pay taxes and submit security licensing for our people, which means we

have access to their date of birth, social security number, and other personal information (PI). This PI is the same data sought by criminals for identity theft. Again we find ourselves as the guardians, responsible for protecting this data from disclosure. Texas is one of a growing number of states that require notification should the PI for which you are responsible be disclosed to a third party, whether through accident, negligence or crime.

Failure to protect the privacy of your clients and employees can cost you money or even put you out of business. Imagine one of your employees takes a cell phone video, while on the job, of your biggest client doing something embarrassing or illegal. It gets posted on the internet and goes viral. Do you think you could salvage that contract once the client finds out? If someone steals your employee information, including socials and birthdays, do you know the notification requirements and potential fines for each state where you do business?

To address these potential problems, here are some simple steps:

- Have a written policy



ANDREW NEAL

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prohibiting employees from recording or making a public disclosure of any on-the-clock or workplace activities.

- Make sure your policy has a whistle-blower section. Employees need to know who to call if they see something illegal or have an ethical dilemma. You want it to be you and not the local news.

- Make sure your policies and procedures emphasize protecting the personal information of employees from disclosure. The only access should be to those who need it to do their jobs, and the data should be protected by password or lock-and-key.

- If you take credit card

information for payment, make sure you are applying Payment Card Industry standards for handling that data.

- Do training. As I mention in almost every article, the number one best practice for any kind of security related issue is a program of continuous training.

While we are all interested in having our personal privacy protected, some of us are also responsible for protecting the privacy and data of others. From a privacy and security standpoint, follow the Golden Rule. Do unto the privacy of others as you would have them do unto you.

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Barcodes (We all need to use them)

You may have noticed that funny little barcode on the cover of this issue or even at your favorite restaurant, store or even on many websites these days. It's what is called a Quick Response Code or, QR Code, for short. It functions much like a standard barcode, storing more complex information than a standard one such as simple text, a website or to compose an email or even text message when scanned with just about any of the major smartphones out there today.

Originally developed for the use of tracking car parts during manufacturing, the versatility of it has been adopted by almost every facet of our society. For the sake of this article, we're going to focus on the Android operating system and how to take advantage of these little gems. These instructions can be loosely translated for use by the iPhone and Blackberry devices but the results cannot be guaranteed.

The first part to deciphering the QR Codes is to download and install an appli-

cation that knows how to decode it. From the Google Play Store, we'll first search for "QR Code Reader," click install and then open the application.

Now, it is as easy as lining the corners that appear on the screen with the corners of the code on our cover. Once it has detected the information contained within the code itself you will be given, in this case, a website.

Businesses and organizations have taken this technology to heart because of how easy it is to direct customers and clients to the information they need to convey. Just by scanning the code on the cover, you've easily been directed to the most up-to-date information from this publication right on our website.

To take it a step further, by clicking the arrow on the top right-hand corner of your



PAUL MARTINEZ

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screen, you will be able to open the site in your device's web browser where you can easily bookmark it for quick reference later on. This particular application even allows you to view a history of all your past scans and even scan a picture of a QR Code from your photo gallery.

Creating and generating the codes is also just as easy with many website offering to generate codes at no cost to you so if you can see you or your organization benefiting from a useful shortcut like this, there are virtually no limits to its, and your potential.

Strategy Against Burglaries

LT. IGNACIO HERNANDEZ

El Paso Police Department
(915) 872-3681

The anxiety and fear of realizing that a burglar has made their way into your home and violated your personal private space to steal your property stirs a number of feelings within most homeowners. Those feelings may range from fear, anger, or insecurity and even resentment towards law enforcement for not doing enough.

Although the City of El Paso has been named one of the safest cities in the country for a few years, the El Paso Police Department proactively promotes community policing and has developed a strong working relationship with the community it serves. The Federal Bureau of Investigations statistics reveal there were an estimated two million home burglaries in 2012 and that burglaries of residential properties accounted for close to 75 percent of all burglary offenses. These burglaries took into account forcible entry, unlawful entry where no force is used, and attempted forcible entry of apartments, barns, house trailers, and offices, in part. The City of El Paso is no different from other municipalities and has seen its share of burglaries.

One of the strategies used by the EP-

PD's Mission Valley Regional Command Center to reduce burglaries is to further strengthen ties with homeowners in the community through the use of the expertise of the crime prevention officer. Some of the crime prevention officer duties are to provide crime prevention presentations, conduct home inspections, and mediating neighbor disputes.

The strategy our department is using requires that at the onset of the burglary investigation the crime prevention officer deploy to the crime scene. The officer will then become part of the investigative team in an ancillary fashion. The purpose of this response is threefold. First, the crime prevention officer assists the investigating officer with crime scene protection, canvassing the area for suspects, or evidence collection. Second the crime prevention officer is able to meet with the homeowner to provide comfort and to offer advice on fortifying their home to prevent a reoccurrence. Ideally, the officer will also provide case information should the homeowner wish to contact their insurance company. Finally, the officer will meet with as many neighbors of the victim to discuss the burglary in an effort to discover information helpful to the investigation and to promote the establishment of Neighborhood Watch groups in the area. The crime prevention



officer ultimately supplements their findings and actions on the initial report that may assist the investigating officer.

The results of this strategy are promising, however as with other law enforcement strategies, such as traffic enforcement, prevention is difficult to measure. The region has seen a decrease in burglaries and an increase in the number of Neighborhood Watch groups in the area, both positive outcomes.

Lt. Hernandez is a 22-year veteran of the El Paso Police Department. He has served in the community services field with the EPPD for more than nine years. Hernandez holds a MBA from the University of Phoenix and bachelor's degree in CJ from Park University. Contact (915) 872-3681.

AT THE TABLE, OR ON THE MENU?

If the thought of getting involved in politics makes you cringe, then you're certainly not alone. Some of you might even think that being politically involved is a pointless waste of time, much like some of you might think that being a member of ASSIST, as time which could be better spent doing something else.

But that's not the case. Our personal participation as members of ASSIST demands that we be actively involved in politics, because both endeavors are not separate, but go hand in hand, and will contribute to making a big difference in the future well being of the private security profession in the state of Texas.

Regrettably, the consequences awaiting those of us who fail to become involved politically, is simple as saying, "if you don't have a seat at the table, then you're on the menu." I'm not sure where this previous quote originated, it's certainly not original on my part, but we nevertheless need to take this message to heart, because on Jan. 13, 2015, the 84th session of the Texas Legislature convenes. On June 1, 2015, after being in session for 140 days, the session adjourns.

If you haven't already done so, now is the time for ASSIST members to start reserving their seat at the table. In order to reserve your seat, start making preparations to arrange a personal meeting with your district representative and state senator. If you feel you need further assistance in becoming more actively involved, then please do not hesitate in contacting me and asking for help. You're welcome to contact me at seshotts@aol.com or call me at (972) 691-7599.

The reason each member must become personally involved with their elected representatives, is because they make decisions based on the wants and needs of their constituents and that such decisions don't take place in a vacuum. However, if individual members decide to forego their opportunity to become active constituents, then we collectively as an association, run the risk of allowing the agenda prepared by others to shape the future of the private security profession in ways harmful to our continued business practices and endeavors.

Although, the following recommendation is attributed to a quote from former President Calvin Coolidge that; "it is much more important to kill bad bills, than to pass a good ones." This quote pretty much says it all. Now some of you might question that this is easy to write about

killing bad bills, but how on earth do you go about killing bad bills, when you're not even aware that such bills have been filed in the first place?

Well, for those associations who have retained a presumably competent paid lobbyist, your lobbyist would have already told you. However, you may further inquire, what if our lobbyist failed to tell us that we were about to drive over a cliff, what then?

Now, assume for the moment that your lobbyist has never published or told you about the best way in successfully fulfilling President Coolidge's recommendation. If that's the case, then this is what I would recommend.

You must immediately establish your own Texas Legislature Online account at www.legis.state.tx.us. As you can see by accessing the web site, all you need to do at the home page, is click the My TLO prompt, followed by clicking the Bill List. After clicking the Bill List prompt, you'll be able to establish your own TLO account by following the listed instructions. Setting up your own personal account should take approximately one minute.

By establishing your own My TLO account on the Texas Legislature Online web site, each ASSIST member will have a direct personalized front seat opportunity to immediately access and review the text of all bills filed, as well as being alerted by email notification regarding all related legislative actions concerning bills, including updates, committee hearing notices, minutes of meetings, and changes which might impact the private security profession, and much more.

I believe the current TLO service has been around since approximately 1995, and the service is provided free of charge. Don't wait! Open your TLO account today! Don't wait. Start now!

Another reason that having your own TLO account is critically important is based on the fact that a TLO account is the Holy Grail for every Texas lobbyist representing clients before the legislature. Their TLO account allows them at a moment's notice, to immediately notify their clients of legislation, which might be harmful impact on them.

That's why during the next legislative session, each ASSIST member must become an active independent constituency in his or her own right, for the purpose of influencing public policy, in order to achieve and contribute to enhancing the dimensions of public safety on behalf of



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all private security clients and the safety and security of citizens living within the state of Texas.

Now, after establishing your own TLO account, may I recommend you also open a corresponding account by accessing the Texas Tribune web site at www.texastribune.org. It will be well worth your time.

In the future, it is imperative that each of us decide for ourselves, whether or not to become active and personally involved in the legislative process, and by doing so, not allow ourselves to be told to stay at home, silently knitting our time away, based on the woebegone assurances of others.

I mention this because of the well-financed and regulatory astute adversaries of the private security profession, and what this well organized constituency achieved with great success during the last legislative session. This success was based primarily on their reliance that the person responsible for shepherding the best interest of members of ASSIST through legislative session would inexplicably fail to notify members about the negative impact that pending legislation might have on the private security profession. Some may say, a certain out of sight, out mind legislative strategy.

This strategy reminds me of a once, well compensated and charming lobbyist who over the years successfully entertained his followers with jokes, while cajoling them with words of encouragement claiming that being politically involved was nothing more than learning the skills of knitting. What this lobbyist held back from telling his followers was the similarity in his rule was simple, and both involved sheep.

In closing, please remember that none of us can see the whole picture, if we allow ourselves to become fixtures of the frame. If ASSIST members believe that now is the time to step back and improve the vision of what ASSIST should look like in the future, and what we hope to accomplish by working together, then there is no better time than now to start a new beginning.

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Can Competition Turn into 'Improper' Interference?

Competition is an ever-present force in our daily business. It's what makes capitalism work. We deal with competition almost daily. If you own your business, you compete for clients. If you work for someone, you compete for that job or for that promotion.

But in the law, sometimes the line between true, honest competition is crossed and becomes "that thing" that takes people just like you to the courthouse. It becomes: tortious interference with a prospective business relationship.

Texas courts have considered this type of claim for a long time, but historically the rationale behind allowing one person or company to sue another person or company for tortious interference is grounded in the concept that "...the law draws a line beyond which no member of the community may go in intentionally intermeddling with the business affairs of others." *Light v. Transport Ins. Co.*, 469 S.W.2d 433 (Tex. App. Tyler 1971).

So what does this mean to you? When do you know if someone has crossed that line?

It doesn't mean that every time you don't land the client

you can run to the courthouse and sue. And it doesn't mean that just because your business (or your feelings) are hurt that the courts will jump in to save your day. But it does mean that you are protected in Texas from unwarranted interference not deemed justified to reasonable people.

Courts sometimes describe the situation where the line has been crossed by referring to situations where there has been false or defamatory statements by an offender; or where there has been sustained and unwarranted harassment of a potential buyer or customer. And although in some of these situations the offender may have had some legitimate motive (profit? competition?) he may have used methods that offended the sensibilities of reasonable folks. The courts sometimes say, the offender's conduct had no legitimate purpose. Much depends on the intent of the offender. Did he have a legitimate purpose but ulterior bad motives, too? Did he intend to harm you or your business? Did he chase a potential client away?

Our Texas Supreme Court has said, "Every one has a right to enjoy the fruits and advantages of his own enterprise,



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You can see that our courts have been dealing with, and describing, the type of conduct that constitutes "tortious interference" for over one hundred years. And although each case must be analyzed based on its own merits and deficiencies, you now have an idea of what circumstances you might encounter that may constitute actionable interference with your business or job.

industry, skill, and credit. He has no right to be protected against competition, but he has a right to be free from malicious and wanton interference, disturbance, or annoyance." *Delz v. Winfree*, 80 Tex. 400 (Tex. 1891).

Our Texas Supreme Court has also stated, by way of example and with some limitations, that, "a plaintiff may recover for tortious interference from a defendant who makes fraudulent statements about the plaintiff to a third person without proving that the third person was actually defraud-

ed...a plaintiff may recover for tortious interference from a defendant who threatens a person with physical harm if he does business with the plaintiff... [and] a plaintiff could recover for tortious interference by showing an illegal boycott..." However the Court also instructed that conduct "...that is merely "sharp" or unfair is not actionable and cannot be the basis for an action for tortious interference with prospective relations..." *Wal-Mart Stores, Inc. v. Sturges*, 52 S.W.3d 711 (Tex. 2001).

PROTECTING YOUR PERSONAL AND FINANCIAL INFORMATION

JOSEPH CARTER

Sun City Security Services
MSIT Information Assurance and Security

Internet safety is not an issue that should be taken lightly. Although this is a complex subject, I will keep it as simple as possible.

There are deviants in the cyber world that will stop at no end to collect, abuse, and try and destroy those that they prey upon. These predators do not discriminate against whom they get this information from. It will range from child predators/molesters to those whom are older and more vulnerable due to age and sensitivity towards the needs of others.

This will be a two part article focusing on two different age groups, seniors and children. Do not look at this as just focusing on these two groups alone. Most

individuals know that there are risks when using the Internet and it applies to all ages.

We have all heard of the nightmares that happen. Recently Target stores were hacked nationwide on their credit card machines and approximately 40 million customers between Nov. 27 and Dec. 15 had financial information stolen.

These are the same tactics that they will use on all customers on the Internet using their credit cards with ruses to gather this information. It may come in the form of an email stating that your credit card has been put on hold due to some activity on it that the bank of credit company could not verify.

These emails will then direct the user to a site asking for information such as age, mother's maiden name, social security number, and other pertinent information needed to then clone or use for their own

means. If you receive something of this nature, do not reply to them. Call your credit provider and ask if they were in need of this information. The normal reply from them will be "no" and they may actually ask you to forward this to them so they can have their fraud department look into the matter and hopefully thwart the scam for others users as well.

When making online purchases, make sure you pay attention to the link when you start entering credit card information. Look at your monitor. Depending on how your display is set, you may see a padlock in the bottom left corner. This is an indicator that you are on a secure site.

Another way to check is by looking at the URL or address of the site. It should lead with https://, if it just reads http://

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HCSO'S SHIP CHANNEL SECURITY PROGRAM WINS AWARD



ADRIAN GARCIA

Sheriff - Houston

The Harris County Sheriff's Office (HCSO) received the Gold Award at the Government Security News (GSN) 2013 Homeland Security Awards Thursday for "Most Notable Maritime/Seaport Program".

The HCSO, which heads the Houston Ship Channel Security District, received the award for its 24/7 security monitoring program for threat assessment and response through the monitoring center known as Security Monitoring and Assessment Group or SMAG.

The winners of the GSN 2013 Homeland Security Awards program were selected from hundreds of nominations submitted by leading vendors of IT and physical security products and federal, state, county and municipal government agencies, highlighting their most noteworthy programs and projects.

The Houston Ship Channel Security District is a public-private partnership developed by the state of Texas, regional industry, Harris County, and first responder partners along the Houston Ship Channel.

Its mission is to provide a greater degree of security and safety for facilities, employees and communities surrounding the Houston Ship Channel by supporting projects and initiatives to enhance the capabilities, communication, and joint operational readiness of existing first responder, law enforcement, and regional organizations.



Through the collaborative efforts of the HCSO, the Harris County Information Technology Center, the Houston Ship Channel Security District, and supporting technology suppliers, the well-coordinated security system is unprecedented in the industry.

See something? Say something!

iWatchHarrisCounty is the HCSO's free mobile phone app that allows the public to report suspicious persons and/or activity anonymously, anywhere, any time.

For more information please visit www.iWatchHarrisCounty.com. We watch Harris County and so should you.

The Value of Joining Professional Associations

I want to take this opportunity to talk about membership in professional associations.

Many people join their professions' trade association for a number of reasons. Conversely, many people choose not to join associations for a number of reasons. Non-members typically claim they don't want to "waste the money" on trade associations; that trade associations "do nothing" for them or trade associations are just a form of the "good ole boy" network. This may sound sharp or condescending but people who shy away from trade associations, in my humble opinion, do not demonstrate good judgment and are missing great and numerous opportunities that can advance their career, professional development, training, networking base and professional relationships (and many more...).

As president of TALI for the past 18 months and being a part of our board for the past six years, I have witnessed first-hand the value of our Texas Association of Licensed Investigators. For those PIs that are not members do they know that we (TALI) are the watchdogs for legislation that aims to restrict our access to information or restrict our ability to do our



MARK GILLESPIE

President, Texas Association of Licensed Investigators

job and protect consumers? Do they know that we introduce and support legislation that is good for our profession and the Texas consumer? Do they know that we educate legislators, government and law enforcement agencies, corporations and citizens on what we do, how we do it and how we can have a positive impact on the safety and security of our communities? Personally, I don't know how they would know!

For me, one of the greatest benefits of belonging to TALI

has been the opportunity to network with other PIs and security professionals. The phrase, "It's not what you know but who you know," speaks volumes. The benefits derived from meeting and befriending professionals with diverse backgrounds and expertise are monumental. I can only imagine that it must be a lonely world for PIs that are not association members!

Two times a year (Spring and Summer/Fall), TALI hosts conferences for the purpose of obtaining continuing education, networking, and professional development. We attract the top legal, investigative and security experts in world to bless us with their knowledge, wisdom experience, and expertise. PIs are not going to

duplicate this experience from an on-line course or webinar. Sure, it may cost a little more but the return on the investment IS enormous.

A PI who is not a member of TALI (or a state PI association) is not going to have the opportunity to be on listservs that have access to several thousand members. Those, my friend, results in countless opportunities to make money, refer work, share information, make new professional contacts, and just stay connected to the profession. Remember what I said earlier about not demonstrating good judgment? I rest my case.

I could go on but I think you get my drift. Our annual dues are \$175. Sure, we get complaints about our dues. But in the end, when you look at what you get and what our association does for you and your business, our dues seem pretty reasonable.

ASSIST and TALI are leaders among the nation's security professions. We raise the bar to professional excellence. We exist to serve and support you so that you can prosper in your business. If you are not a member, you are missing great tangible and intangible opportunities. Sign up, get involved, and make a difference—you won't regret it. Take care and be safe! Let's roll!

Rental Car Coverage: Business Auto Policy

Should I purchase the Loss Damage Waiver offered by the rental agent when I rent a vehicle while on company business, and instruct my employees to do the same?

This is a great question, and one that our customers ask frequently. When you need to rent a vehicle to replace an owned vehicle while it is being serviced or one of your employees rent a vehicle for business use while out of town, there comes that time when you're standing at the rental car counter and the agent asks the inevitable question:

"Do you want to buy our loss damage waiver (or our insurance coverage)?"

Most loss damage waiver (LDW) fees are outrageous. Sometimes they cost more than the daily rental fee itself. But are they worth the additional cost? The answer may depend on your tolerance for risk and inconvenience. You must decide if the extra cost is reasonable, considering the potential for an uninsured loss should something happen to the vehicle during the term of the rental contract, and the resulting inconvenience of dealing with the rental company and your insurance company – or perhaps even your employee's insurance company – to satisfy the rental company's demands.

First, you should know that the LDW is not actually an insurance policy. It is a waiver of the rental company's requirement in the rental contract that the renter bring the vehicle back in the same condition as when it left their lot. Most rental contracts make the renter responsible for any damage to the vehicle, including theft and weather-related damage. When the renter purchases the LDW, the rental company is removing that provision from the contract on a conditional basis.

If you don't purchase the LDW and the vehicle is damaged, here are some of the costs for which you or your employee could be held responsible under the rental contract:

- Cost to repair damage to the vehicle, or the full value of the vehicle if it is a total loss
- "Diminished value" of the vehicle – the difference between what the vehicle was worth before the accident and what it is worth after repairs have been made
- "Loss of use" – the amount of money the rental company loses on rental fees while the vehicle is out of service for repair or replacement
- Administrative or loss-related expenses incurred by the rental company, such as fees for towing, appraisal, and claims adjustment, plus general office



expenses for handling the paperwork

Reasons to purchase the Loss Damage Waiver:

1. Your policy may not cover damage to the rental vehicle at all.

Your policy does not cover damage to the rented vehicle and related costs, unless the policy has been changed to cover vehicles rented by you or your employees on company business (the "Employee Hired Autos" endorsement), and you have purchased special coverage ("hired auto physical damage"). Note: not all insurers offer these coverages.

2. Your insurance company may not pay the entire amount demanded by the rental company.

When your policy covers damage to a rented vehicle, the amount payable by the insurance company is the lesser of the "actual cash value" of the vehicle or the amount "necessary" to repair or replace the vehicle, minus the same deductible that would apply if the damage was to one of your own vehicles. In addition, some policies cover "loss of use" with a daily limit (usually as low as \$20 per day) and a maximum limit (usually \$600). Because of all these limitations, you or your employee may become personally responsible for:

- The amount demanded by the rental company to repair or replace the vehicle in excess of "actual cash value" or the amount "necessary" to repair or replace;
 - The amount of your deductible;
 - The amount demanded by the rental company for "loss of use" in excess of the daily and maximum limits payable by your insurance company, if the company offers this coverage at all;
 - The amount demanded by the rental company for "diminished value" of the vehicle, even after the repairs are complete;
 - The amount demanded by the rental company for administrative or other loss-related expenses.
3. Your policy may exclude some electronic equipment.

Your policy may exclude loss to some electronic equipment that receives or transmits audio, visual or data signals. If you rent a vehicle equipped with a GPS receiver, for example, your policy may not cover it.

4. Your premium may go up or your

policy may not be renewed.

You or your employee are driving an unfamiliar vehicle in unfamiliar territory. If you or your employee has an accident while driving a rented vehicle, and your insurance company pays the claim, it may hold this fact against you – with a premium surcharge or perhaps even non-renewal.

5. You or your employee's line of credit may be adversely affected.

If you don't buy the LDW, the rental company will probably ring up an estimated damage amount on your credit card or your employee's credit card, pending settlement by the insurance company.

6. You or your employee may suffer a huge inconvenience.

When you purchase the LDW, you or the employee can bring a damaged vehicle back to the rental company, throw the keys on the counter, and walk away. When you haven't purchased the LDW, you or your employee may have to spend a significant amount of time dealing with the rental company and your insurance company, and perhaps the employee's insurance company, as well.

7. Your personal auto policy (if you have one) or your employee's personal auto policy may be affected.

Most personal auto policies cover accidents involving vehicles rented by you or your employee, even when the rental is solely for business purposes. When you purchase the LDW, the personal auto policy won't be needed to pay for damage to the rented auto. (Note: If the accident is your fault or your employee's fault, the personal auto policy may become involved if the accident involves injury to other persons or damage to other property. There is nothing you can do to avoid this.) For more information on how the personal auto policy responds to accidents involving rented vehicles, speak to your personal lines insurance agent.

Bottom line: We recommend that you buy the loss damage waiver from the rental company.

Here are some guidelines for you to consider if employees rent vehicles for company business:

- Instruct employees to include the company name, if possible, on the rental agreement.
- If you have no tolerance for the risk of incurring the potential uninsured losses shown above, or the means to pay those losses, tell employees to purchase the LDW offered by the rental company.
- Tell employees to report any accident

See **RENTAL** on page 25

Business Apps: HTML5 VERSUS NATIVE

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Any company creating an app today will have to confront a technological fork in the road: HTML5 versus Native.

HTML 5 apps run on a web browser whereas natively developed apps run on the operating system of the given device, e.g., iOS and Android.

So now developers face a choice when determining how best to develop content in a multi-platform world where consumers get their content on all types of devices from different manufacturers running on different operating systems and using multiple web browsers with varying bandwidth.

Depending on the application, developers may choose to build apps written in HTML5 which are web based and run on all platforms and devices, or may continue building native apps using development tools particular to Android, iOS and other platforms.

One thing is certain and should be stated at the outset. HTML5 for all its capabilities and strengths also has some serious flaws. Chief among these are that it is not secure and its performance is not as speedy as it would be using natively developed apps.

Because HTML5 is web based, it is vulnerable to malware that uses cross site communication, JavaScript and Web-Socket protocol as vectors for delivery and infection.

The problem is the unprecedented

amount of data on the client (browser) side. HTML5 essentially makes the browser a bigger target by placing data in permanent storage on the client system. Before, browsers could only use cookies to store small bits of information. HTML5 changes all this.

Then there are security issues where end users grant access to third-party code for camera, microphone and GPS, making them targets by remote access.

2014 is the year that the World Wide Web Consortium (W3C) has slated to finalize the HTML5 standard.

In order for web and app developers to create a more robust and responsive web experience that consumers demand, the need for web standards has never been more dire.

Recall that HTML from the web's early days was a markup language used principally to format text on a page. It used a limited number of tags for paragraphs, headings, list items and not much else. It rendered web pages that were static documents with static images and text intended to be viewed on a desktop computer monitor.

Early HTML did not provide the syntax to deliver animation, video, or even the inspired designs made possible by CSS3, which allow pixel precise positioning of content. Early HTML entered the scene long before social media, tablets, smart phones and smart TVs.

HTML5 proponents cling to the promise that nearly everything can be done online without requiring additional plugins. This includes music, movies, animation,

and even complicated applications that run on the browser of any device, be it a smart phone or a smart TV, a desktop computer or a tablet.

They further assert that HTML5 development is less costly, easier, and enables the "write once, run anywhere" flexibility that native apps do not. In reality, that is an oversimplification. Actually, HTML5 apps need to be optimized for each browser.

Tim Berners-Lee, Director of the W3C invented the World Wide Web in 1989 and soon thereafter developed a web client and server. Earlier this year he spoke about the wave of change presented by the new HTML5 standard.

Berners-Lee pointed out, "Every single web page out there, if you like, is like a computer, so you can program it to do whatever you want, and that's very powerful."

When somebody designs a web page, up until now, historically, the web page was just a static document. It just had information on it. Nowadays, developers using websites can program them using HTML5."

However, back in September 2012 Facebook CEO, Mark Zuckerberg admitted in an interview at TechCrunch Disrupt, "The biggest mistake we made as a company was betting too much on HTML5 as opposed to native. It just wasn't ready."

HTML 5 may offer many improvements and features for building web pages, but for data driven apps, it may be advisable to go native.

INFORMATION *continued from page 22*

do not enter any credit information. The difference is that the "s" in https:// means "secure." This is also where the padlock comes into play. You can right click your mouse on the displayed page and it will bring up a dialogue box. Go down to the bottom under "Properties" it will bring up another dialogue box. Toward the bottom of that dialogue box you will see a button that says "Certificates." If you open that up, it will show who the owner of the certificate is and other information such as to whom it was issued to, issued by, and how long it is valid for. If it bounces from one company to another, be cautious, companies can piggyback off another company's certificate and it may not be secure.

The two final points, understand email and your credit/debit card. I go by a simple rule when it comes to email. If I do not know who the sender of the email is, I delete it. Email is one of the easiest places to put malware. As for credit/debit cards, when in stores and using these at the cash register be aware of your surroundings. I have watched individuals put in their debit card PIN without any regard as to who is watching what they are doing, commonly known as shoulder surfing. Put your free hand in the way of the numeric keyboard so those next to you cannot see the numbers you are entering. Once someone has your PIN, all they need is the card or a cloner in their possession, and they can hack into your bank account and do financial damage to your accounts.

RENTAL *continued from page 24*

in a rented vehicle to you and to their own personal auto policy insurer or agent.

This article was prepared by the Independent Insurance Agents of Texas, which is solely responsible for its content. Please read your insurance policy. If there is any conflict between the information in this article and the actual terms and conditions of your policy, the terms and conditions of your policy will apply. The Independent Insurance Agents of Texas is a non-profit association of more than 1,800 insurance agencies in Texas, dedicated to helping its members succeed, in part by providing technical resources that explain insurance policies sold to their customers.



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TERRORISM IN SHOPPING MALLS

Coming to the United States?

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The Sept. 21, 2013, terrorist attack in the upscale shopping mall in Nairobi, Kenya by four members of the al-Qa'eda linked radical Islamic group Harakat al-Shabaab al-Mujahideen (al-Shabaab) killed 72 and wounded more than 200. Of course, this type of terror attack was not the first time that Islamic jihadists have targeted business districts to kill large numbers of innocent civilians.

In November 2008 a different group of Islamic jihadists launched a similar armed attack in Mumbai, India which resulted in 164 killed and well over 300 wounded. Unfortunately, it is simply a matter of time before a significant jihadist armed attack will take place in a major shopping mall or business district in the United States.

Of course, there are "right-wing" terrorists and "left-wing" terrorists, but by far the number one threat for such an attack will come from the far more numerous Islamic jihadist terrorist. Because terrorism is actually nothing more than a description of a tactic, those that describe these murders as simply a terrorist attack are disingenuous – they are jihadists, motivated by a religious belief. Similarly, while many people think terrorism is random, this is also not correct. Studies show that more than 95 percent of all "terrorist" attacks are coordinated events. Certainly the attacks in Kenya and India were well planned out by the jihadists.

Although no universal definition of terrorism exists, domestic terrorism is defined in the Patriot Act as the "unlawful use, or threatened use, of force or violence by a group or individuals based [in the United States] ... committed against persons or property to intimidate or coerce a government, [or] the civilian population ... in furtherance of political or social objectives."

One of the underlining goals of the jihadist attack is to cause fear.

As the old Chinese saw goes:

"The goal of the terrorist is to kill one and frighten ten thousand."

In turn, it is naive to believe that



in an open society that we can always be successful in stopping the jihadists before they strike. Faced with a group of armed murders in a mall, fear is the descriptive word.

Indeed, since the jihadist craves maximum attention shopping malls are now becoming the new normal given the heightened security at airports and government installations. Malls are basically unsecured open public areas with large numbers of civilians packed into small places. Malls are soft targets. Thus, given that the probability that a terror attack in an American mall is likely, what can be done to stop it?

First, the best solution is to halt the attacks before they occur. Stop them before they get to the mall.

This requires intelligence and cooperation at all levels of law enforcement. Second, if the attack does occur, plans have to be in effect to respond. In fact, response plans require similar coordination and constant training by law enforcement.

At the end of the day, it is the general public that can provide the most assistance to law enforcement. From the inception of the Department of Homeland Security the theme to the public has been to encourage citizens to report suspicious behavior to

law enforcement – "See Something Say Something." The common citizen must be alert to any unusual behavior and report it immediately. Of course, better systems of surveillance to include cameras should be utilized in malls. More armed guards at the entrances to malls and walking patrols would also help deter attack. Unfortunately, these steps will not be taken until an attack occurs – it is simply the nature of mankind. Why spend the extra money when it "hasn't happened yet?"

In conclusion, we live in an open society meaning that no law enforcement system can be expected to make things 100 percent safe. People are mugged and robbed, shot and stabbed every day. We can't stop crime. We can't stop war. We can't stop terrorism. Our founders understood that the common man would be well advised to take responsibility for their own security and defense. To some this includes the right to bear arms by means of "conceal carry." To others this means simply staying alert and cautious. In terms of terrorism, these same truths of self-defense certainly apply.

Check out the most up-to-date
security news at
www.assisttexas.org

Protecting our Children in 2014

We can protect our children better in 2014. Tragic accounts of children found dead, murdered or forced to endure unspeakable crimes committed against them will make the front pages of our newspapers.

For a brief moment the topic of child abuse or neglect is on peoples' minds, asking "How can that be? How can a child be beaten, sexually assaulted or murdered in their own backyard? What can be done to stop this?"

The truth of the matter is that we all share a responsibility to keep our children safe from harm, not just our biological children or those of our extended families, but also children we deal within our everyday lives; neighbors; children on our kid's sports team; our kid's classmates and youngsters who may not be able to speak for themselves.

Across the state of Texas more than half a million victimized children have received help from a Children's Advocacy Center (over the past 15 years). Across the United States more than three million reports of child abuse are made each year. According to the U.S. Department of Health and Human Services, we lose between four and seven children every day due to child abuse and neglect in America. Many children die because of maltreatment, and the U.S. Department of Health believes that 50 to 60% of child deaths which are due to maltreatment are not recorded correctly on death certificates. In America, 80% of children whose lives are taken as a result of child abuse are under the age of four.

Texas Family Code states that: A person having cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any person shall immediately make a report. If a "professional" has cause to believe that a child has been abused or neglected, by persons caring for him (parents, persons with care, custody and control-including daycares, schools, etc.) they must report within 48 hours and may not delegate or rely on another to make the report. A professional includes: persons licensed or certified by the state or an employee of a facility licensed, certified or operated by the state, who in the normal course of their work, has contact with children. Specifically this includes: teachers; doctors/nurses; daycare employees; clinic/health care facility providers; and juvenile probation/detention officers. We must not leave out – anyone who knows that a child is being abused is legally obligated to contact law enforcement or Child Protective Services – and make that report. Yes, this includes clergy, social workers, mental health professionals, security officers and you – if you are reading this article. Each of us, as citizens must take a stand, to protect our children.

We must and can do better as a community. We know that 90% of children abused know their abuser. Listen, talk to, and support your children. If a child discloses abuse, remain calm, always believe the child – but do not make promises. Assure the child that he or she did the right thing and is not to blame for the abuse. Let the child tell you about the experience, but leave questioning to the authorities.

Report child abuse to Child Protective Services 800-252-5400 or call 911. You have the ability to make the difference in a child's life to end their abuse. Do the right thing, help save our children from possible irreversible harm – make the report – any time day or night. This year – you could save a child's life.

**Texas Family Code states that:
A person having cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any person shall immediately make a report.**



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Figures Don't Lie

The Bipartisan Policy Center, a Washington, D.C.-based think tank, released a report entitled *Jihadist Terrorism: A Threat Assessment*. The report states that indictments of domestic jihadists have gone down from 2009 to 2013, and attempts to correlate the reduced number of indictments with a shrinking domestic jihadist threat. This assertion is flawed. The report admits the number of indictments per year isn't a perfect measure of the threat, pointing to different prosecutorial practices across the country, e.g. different charges for the same offense. Based on this admittedly flawed data, the report says there is "reason to believe the overall threat from 'domestic jihadist extremists' may be decreasing."

The drop in the number of indictments is in no way dispositive of whether domestic jihadists are a shrinking threat. Even if the number of indictments were accurately measured across the country, the number of people indicted does not have a direct relationship with the threat domestic jihadists currently pose. To illustrate a similar concept, very few terrorists were indicted in the months leading up to 9/11, and at that time the threat of terrorism was extremely high. The number of indictments

versus the threat domestic jihadists pose is a weak correlation at best.

The report also states that the number of terror incidents has remained the same. This number, over time, is more indicative of the threat level posed by domestic jihadists. The fact that this number hasn't changed is cause for concern. After twelve years of facing domestic jihadists, we have not been able to reduce the number of terrorist incidents on our soil in the past four years. Efforts to understand and combat this threat have been poorly implemented, and the necessity of counterterrorism has been trumped by political correctness.

In August of 2011, the White House released a strategy entitled "Empowering Local Partners to Prevent Violent Extremism in the United States." One of the objectives of the strategy was to educate law enforcement and government agencies on how to counter homegrown terrorism. It would seem that this policy was making an effort to educate the individuals that have the greatest need to understand this enemy; but as stated above, these policies have been poorly implemented. The training courses have only reached 28,000 of approximately 1.1 million state and local law enforcement



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officers.

Additionally and equally alarming, is the fact that FBI training materials have been stripped of any and all information that could be considered offensive to Muslims. It was removed at the request of certain individuals who claimed the material was, in essence, politically incorrect. Obviously, there is no need for material that would authorize agents to ignore the constitution, but the words "Islam, Muslim, jihad, enemy, Muslim Brotherhood, Hamas, Hezbollah, al Qaeda, caliphate, Sharia law" have all been removed. How are trainers at the FBI academy supposed to educate trainees about the motivations surrounding Islamic extremism without using these words? In total, 900 pages of training material and 300 presentations

were omitted from the FBI curriculum. An intelligence agent when asked about the change in FBI policy was quoted in the Washington Times, stating that; "we are blinding ourselves from being able to see who our enemy is."

Although the long-term consequences of the events taking place in the counterterrorism community have yet to be realized. The report published by the Bipartisan Policy Center attempts to force numerical data into a political narrative – this can be a dangerous proposition. The people of the United States can be relatively certain that the threat posed by domestic jihadists is just as real as the data supporting it. Sadly, our political institutions continue to downplay the importance of educating our law enforcement about this dynamic threat.



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In September the North Texas Region elected new officers to represent the membership. Jack Griffin was elected vice president, Erik Hansen was



elected treasurer, Mike McGregor was re-elected to serve another term as secretary,

and I was elected as president.

As president of the North Texas Region my goals are to add to our current membership

levels, increase participation from the existing members, and to enhance the overall image of ASSIST in the North Texas area.

I encourage each of the current members in the North Texas Region to reach out to other security professionals and invite them to attend a monthly membership meeting and to become active in the association. Meetings are held the third Wednesday of

each month with a CE training course being offered every other month. A meeting notice is sent out each month as a reminder, if you are not receiving the monthly meeting notice and would like to be added to the notification list please send me your contact information at northtexaspresident@assisttexas.org.

2013 Convention Retrospective

Every October, I look forward to attending the annual ASSIST Convention because it allows me to spend time with old friends, make some new ones, and earn much needed CE credits.

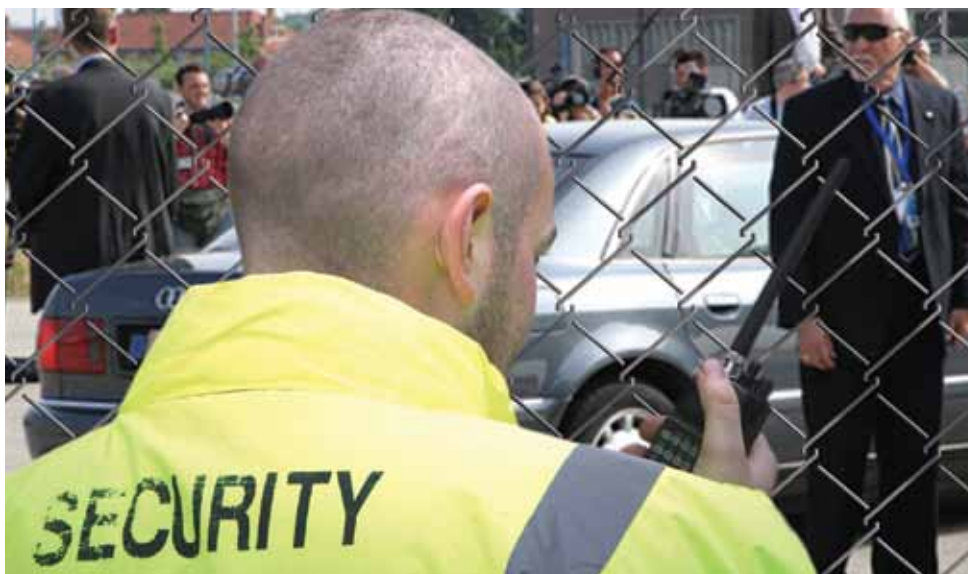
The 2013 convention was all that I had hoped it would be. It was hosted by the El Paso Region and was held in the great city of El Paso.

I came away from the convention with information that will help me be a better owner/manager and will help make my company stronger and more professional.

The training at the convention was excellent, with topics ranging from employee issues, terrorism, workplace violence, the health care reform act, and DPS rules and regulations.

The training at the convention combined with the knowledge gained from talking with the other security professionals from around the state and country is well worth the cost of attending the convention, and I recommend that anybody who owns or manages a company providing security services in the state of Texas to attend the ASSIST Convention.

I would like to thank the El Paso Region for hosting the convention, and all the sponsors and vendors who donated time and money to help make the convention possible. I hope to see everybody at the this year's convention in Houston.



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RIO GRANDE VALLEY

JAMIE OCHOA

President
Rio Grande Valley Region
(956) 544-4726
riograndepresident@assisttexas.org



I would like to start by recognizing Jessie Ruelas for hosting the 2013 ASSIST Convention in El Paso. I would also like to thank Barry Bogle, for providing a 3-gun match, which

is a first for ASSIST Conventions. The facility, knowledge and professionalism of his staff were truly impressive. I hope that we will be able to utilize their expertise again at future conventions in El Paso. As predicted, the RGV ASSIST Region was able to come away with a trophy from the shooting competition, thanks to Randy Paredes from AISI. Thanks for keeping our tradition alive. I look forward to every year's tournament to share camaraderie and to participate in these yearly events.

One cause that we have added to our list of charitable organization is the Military Order of the Purple Heart. This organization is worthy of support and recognition to our dedicated military personnel who have shown exemplary sacrifice and commitment to their country. Shown below are RGV ASSIST members making a contribution to the local chapter for the Military Order of the Purple Heart.

We in the RGV ASSIST have continued with the tradition of donating to our local region for different causes. A worthwhile cause that we continue to support yearly is the Christmas for Kids with the Brownsville Police Department. This charitable cause provides many smiles to needy Valley children at Christmas time.

I would like to thank Romel Hinojosa, our new interim chairman of RGV LEAPS. Recognition also goes out to Lt. Esteban Martinez for being our first chairman of the RGV LEAPS and for providing us with valuable efforts in public relations. Good Luck on your future endeavors at IBWC, and thank you for your work with RGV ASSIST.

I would like to acknowledge Ruben Amaya for his continued efforts in supporting COTSO. I had the opportunity to coordinate a shooting tournament for the

Executive Protection International Conference (EPIC Lifeforce) in San Antonio. Ruben Amaya not only made a monetary donation at the conference, but he also assisted me with the tournament, along with his son Jody. The tournament would not have turned out as well as it did without their help.

I also want to thank Denise Nicholson for representing ASSIST by taking pictures and receiving a donation for COTSO. Even though she was sick, she was a real trooper, and her dedication is sincerely appreciated.

I also want to thank Jerry Heying and Jason Thorsett for giving me the opportunity and having the confidence in me to organize their shooting tournament.

Lastly, I want to thank Rick Neal, without his help and expertise we would not have had such an enjoyable event. Immense gratitude is extended to Jerry Heying for donating all the proceeds raised from the shooting tournament to COTSO.

For those of you who have not had the pleasure of meeting Jerry and Jason, here are their pictures so that the next time you see them you can say "Thank You," even though they are from states that aren't as privileged and knowledgeable as Texas. They also seem to think they are good shots since they received first and third place plaques at the ASSIST Convention shooting tournament. However, they left knowing the top shot was from Texas.

I would also like to invite security officers who are interested in participating in the RGV LEAPS Program to contact me, Jaime S. Ochoa, at (956) 544-4726.

We will be having RGV LEAPS classes with La Joya, San Juan and Brownsville Police Departments. In order to obtain this training you must be a registered non-commissioned or commissioned Security Officer and preferably an ASSIST member. Those who are not ASSIST members may participate for a nominal fee.

RGV LEAPS meetings will be held following the RGV ASSIST meetings at their same meeting location. There will be more classes as we develop our curriculum, and security officers will be obtaining a patch that they can display on their uniforms upon completion of their training.

In closing, an invitation is extended to interested individuals who would like to attend our next RGV ASSIST meeting. Our next meeting is scheduled for Feb. 5, at 11:30 a.m. at Denny's Restaurant in Weslaco. For more information, contact

Jaime S. Ochoa, president RGV ASSIST Region, at 956-544-4726 or riograndepresident@assisttexas.org.

SOUTH TEXAS ALAMO

JIM PROCK

President
South Texas Alamo Region
(210) 680-1202
alamopresident@assisttexas.org



Local regions of ASSIST are the foundation of our industry and have provided and continue to provide common sense to our statutes, regulations and procedures. The changes from Austin continue to impact our industry today and will well into the future. I urge everyone to educate ourselves and our fellow professional associates on these changes and the need to work together. I would like to reach out to all our vendor members, friends and supporters whom over the years have provided invaluable assistance and support to ASSIST as an organization and to our members. Without them our voice, our conventions and this very magazine would not exist as they do today. To all of them, I and the members of the Alamo Region of ASSIST extend a much deserved "job well done" and "thank you."

I extend to all interested in our profession whom are in the Alamo Region to come and join with us at our quarterly meetings. If you are interested in you can contact me via email: jprock@cwidesat.com or call me at (210) 680-1202.

Jim Prock, ASSIST member since 1995 and currently president of the Alamo Region since 2009. Retired from the U.S. Army in 1992 and have been with the same security company since then. Married to the same lady for 42 years and have one daughter.

Call 915-373-7361
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or at assisttexas.org

GULF COAST REGION

MIKE HUDSON

President
Gulf Coast Region
(713) 7879-5944
gulfcoastpresident@assisttexas.org



The ASSIST Gulf Coast Region hosts monthly meetings every second Tuesday of each month. The luncheon meetings are held from 11:30 a.m. to 1 p.m. at Saltgrass Steakhouse, 1803 Shepherd Dr in Houston.

The Gulf Coast Region held elections in September 2013 and the following are the elected officers:

President:	Mike Hudson
Executive Vice President:	Jim Shrider
Vice President:	Robert Marquez
Secretary:	Greg Headly
Treasurer:	Phyllis Grimes
Parliamentarian:	Ruben Amaya

I'd like to thank the previous president, Susan Griswold for a great job and dedication to ASSIST. She will continue to serve the association as state regions coordinator. Susan was our November 2013 speaker and gave a very informative presentation on the new DPS rules and electronic fingerprinting requirement. Susan has been very active in Austin and is a great asset to ASSIST and our profession. Thank you Susan!

In lieu of a business meeting, Dec. 10, the Gulf Coast Region had a combined Christmas party with the Houston Gulf Coast Alarm Association at the Saltgrass Steakhouse. There was good fellowship, networking and as always, the white elephant gift exchange. We had great time with the members, employees and family.

Our scheduled speaker for the Jan. 14 meeting was Sgt. Craig Newman with Houston Police Department Auto Theft Division. He has spent 35 years with HPD and has been a sergeant for 31 of those years. Future speakers will be announced as they are scheduled.

At the 2013 ASSIST State Convention, the Gulf Coast Region presented a \$9,000 donation to the Charitable Organization of Texas Security Officers. This donation was made possible by the 9th annual BBQ Fundraiser led by Ruben Amaya. Ruben has agreed to come back in 2014 to do it again. All reading this are invited for some good fun, cold beverages and BBQ. Mark your calendars for May 3, from 11 a.m. to 4 p.m. We will be selling BBQ plates and raffle tickets. We will also have live and silent auctions. If you wish to donate auctions items, please get in touch with me or Ruben. The event will be held at Charlie's House, 3320 Broadway in Houston. This will be the 10th straight year. Let's have a great turnout to help a much needed charity for our Texas security officers.



Distinguished members,

As we usher in a new beginning I would like to take this opportunity to thank all of you who have supported ASSIST in so many ways and who have contributed your valuable time and resources to making our organization one that we can be most proud of being a part.

We work best when we work together. We accomplish more when we have each other's backing and a strong sense of unity and community.

In keeping with this spirit of a new beginning, let us move forward to bigger and better things. Let us not rest on our laurels, but rather take the initiative to make ASSIST and its publication, *Managing Security Today*, the very best it can be.

Let's kick it up a notch this year. The pride we take in our dedication to service goes a long way to reaching out to our communities and our fellow Texans, indeed, many across the country. If others see the pride we carry, they too will be imparted with this same pride and will be just as motivated to be a part of ASSIST in whatever capacity they deem appropriate. Talk to everyone you know and spread the word about ASSIST and the work we are doing to ensure the security profession is represented as expressed in our mission statement.

Let us reach out to vendor members, magazine advertisers as well as vendors who purchase booths at our annual conventions. I urge members to make it a practice of being proactive by making it crystal clear that we as ASSIST board members will do business on a quid pro quo basis.

That is, if businesses advertise in our magazine and become vendor members or have booths at our conventions, then spread the word and let it be known in the strongest possible terms that our patronage belongs to those and only those who support our organization.

We as board members must engage a strictly reciprocal relationship. If businesses advertise with us then we reciprocate in kind. This will be our policy going forward. I urge all members to reassess their current suppliers to see whether or not they are supporting ASSIST through advertising. If they are not, then tell them without hesitation that ASSIST's policy is to do business only with our vendors and advertisers.

Encourage them to advertise. Invite them to become vendors. Check the ASSIST website at <http://www.assisttexas.org> to view the list of Vendor Members. Call Membership Services at 832-274-1079. What takes just a few minutes can make a huge difference.

Take a moment and consider all those with whom you do business. The question to ask your self is simple. Are they advertisers or vendor members? If not, then please do not sign that purchase order. Rather, ask them to go to the website to check out our great advertising deals and our membership forms. They will get your business if and when they become part of ASSIST through advertising or membership. It's that simple.

WE ARE DOING THIS NOW AT SUN CITY SECURITY!

Clearly our goals this year include increasing membership and recognition throughout the state of Texas and around the country, and increasing revenue via advertising dollars to continue ASSIST's mission. Be part of our New Beginning.

I support you 100%.

Jessie Ruelas
ASSIST President
Tel: (915) 751-6811
president@assisttexas.org

EL PASO REGION

ROBERT AZAR JR.

President
El Paso Region
(915) 633-3966
elpasopresident@assisttexas.org



I want to personally thank everyone for supporting our regional monthly meetings where we provide free continuing education credits. We have an average of 40 people who attend our monthly

meetings.

For additional information and monthly programs, contact Robert Azar Jr. at 915-633-3966 or Eddie Quinonez at 915-751-6811.

As an ASSIST member or non-member, license manager, owner, or private investigator, Letter of Authority or security officer, you are also invited to our meeting. Managers and owners may receive

one credit hour of continuing education, approved by the Texas Private Security Bureau and ASSIST, which you may use for renewing your license. You will also receive a Certificate of Attendance. Everyone is welcomed.

At our monthly luncheons we accomplish or feature the following:

- Promotion of local and state ASSIST region activities.
- Guest speaker(s) addressing topics of relevance and interest to members and guests.
- One free hour of Continuing Education Unit (CEU) Credit applicable to Texas Private Security Bureau licensing requirements.
- Update on Texas PSB and board rules and legislation and activities.
- Opportunity for professional networking, informal discussion and information sharing.

We encourage you to bring your clients to be involved with our meeting as your guest.

Our first meeting of 2014 was Jan. 22 and our guest speaker was Sgt. Robert Zavala and Officer Robert Looney from the El Paso Police Combined Search and

Rescue

Schedule of guest speakers:

Wednesday • Feb. 26

Guest speaker – Josh Ring, El Dorado Insurance, “Obamacare Regulations & Updates”

Meetings are held regularly on the fourth Wednesday of every month at the Wyndham Hotels & Resorts, 2027 Airway Blvd. from 11:30 a.m. to 1 p.m., (915) 778-4241. Cost for meal is \$15. CE class is free. ASSIST pays for all guaranteed reservations; you will be invoiced for reservations not cancelled 48 hours before the event. We appreciate your cooperation in this matter.

Most importantly, as a professional group we are attaining our goals of promoting that our members continue to conduct their affairs with the highest of business ethics and dependability. Our goal is to provide competent and professional business support and services with the highest regard to the safety and security of our employers, employees, our client's personnel, and the general public.

For RSVP and more information contact: Eddie Quinonez - treasurer, 915-751-6811, eddiequinz@suncitysecurity.com.

YEAR END CONSIDERATIONS: REASONABLE COMPENSATION

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Most companies in our industry are S Corporations for federal tax purposes. This is a good decision on the part of the shareholders as it typically minimizes tax consequences, especially if the company sells assets.

While an S Corporation generally pays no tax on its net income, its shareholder employees are usually taxed on the net income of the corporation. Shareholder employees should be aware of the Internal Revenue Service's position on reasonable compensation. The IRS Code (Sections 3111 and 3301) states that employers must pay employment taxes on wages paid to their employees. The IRS further define officers of a corporation “who perform more than minor services for a corporation”, as employees. Many shareholders of S Corporations are unaware of

this rule and chose to simply pay taxes on the net income of the corporation. In doing so, a shareholder may be avoiding the proper withholding and payment of payroll taxes. This is a hot topic with the IRS. This is especially true for closely held S Corporations, especially those with one or two stockholders.

The IRS has audited several S Corporations in the past few years and assessed taxes and penalties against stock holders of these entities. It is important to note that the IRS has taken the position that the stockholders must take reasonable compensation from the Corporation. If you are an owner/employee of an S Corporation, you should discuss your compensation (or lack of it) for 2013 with your tax practitioner to determine that it is reasonable.

Some owners of closely held S Corporations try to “disguise” distributions as loan repayments. You should note

that the taxpayers have the burden of proving that these were in fact loans.

The tax court has found that four major factors are necessary to support the taxpayer's position that these were in fact loans.

1. There must be a written agreement to support the loan.
2. The shareholder should charge interest (and report the interest as income).
3. The company should provide collateral for the loan.
4. There should be a fixed

repayment schedule.

As I mentioned above, this is a hot topic for the IRS. Many taxpayers are unaware of the reasonable compensation requirements and may find out about this topic the hard way. Talk to your tax practitioner before year end so that you can make the proper corrections and pay the resulting payroll taxes now. Waiting until after year end, or worse, after an audit, may cause you to incur huge penalties and interest.

**ASSIST**

*Associated Security Services and
Investigators of the State of Texas*

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“A New Beginning”

BEST FOOT FORWARD

The phrase, "You only get one chance to make a good first impression", is very applicable in today's business world. Every product or service marketing campaign, whether it's through television, the internet or through a host of other modern day venues, is carefully researched, planned and delivered to ensure the right message is delivered to the potential consumer. The strategy is often, "we're better, faster and/or less expensive than our competitor." There is little doubt these techniques can work, can work well, and will pay off in the long run. Name recognition and product branding are just a few tactics associated with this billion-dollar industry.

In the service profession, specifically security contracting, we often overlook some of these basic marketing opportunities. Many times that new contract that was obtained through so much hard work is followed up by very little thought about the first impression they'll make when they post that first officer at the site. In this age of "over promise – under deliver" many customers are left with the impression that once the contract was signed, the contractor's desire to impress the customer suddenly stops.

But some contractors look at the onset of the contract as an

opportunity to cement that new relationship into what they hope will be a long-lasting one. Just as they want their best sales staff negotiating the contracts, they want their best officers initiating them. Every contract has a settling-in period. This is a time when the people affected and your officer, informally work out the real expectations of the protection you're providing.

A sharp officer is your direct representative and embodies all of the perceived professionalism (or lack thereof) of your company. Do they look the part? Do they act the part? Do they do anything more than put in the time specified in the contract? Do they impress or disappoint?

If you've assigned one of your best officers, one that has a vested interest in the success of your company and received your investment of proper training, you have the opportunity of expanding your services right from the start. Many new security contracts are negotiated with a fair amount of ignorance regarding vulnerability. The customer wants their employees to feel safe and comes up with a budget of what they're willing to spend. They start with what they believe is the obvious solution; a warm body in a uniform covering specified hours to act as a deterrent to



BARRY BOGLE

Director
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crime.

If no one has done a vulnerability assessment at the site, here's the opportunity. Let them know what was missed; what the contract did not cover. Your "best" officer can do that over the first few days of contract. The resulting report becomes a value-added component to your services and speaks volumes about your company's professionalism. Whether or not they act on the information is not as important as the fact that you warned them in writing. If they act on the information, the result may be a modification or expansion to the contract that will likely benefit your company. If they ignore the report, it reduces your responsibility if an incident occurs as predicted. The result is you did your job, but they failed to do theirs. Whether the recommendations are cameras, access control, better locks, a better operating schedule, or just re-affirming that their current system is adequate, a preventative vulnerability assessment

can be invaluable in cementing that relationship.

Who you put in there first can make all the difference. The reality of the industry dictates we have a variety of personnel. And with that variety comes a broad range of capabilities, motivation and competencies. If you want an impressive security company, you have to invest in the officers themselves. Your best advantage is training. Train them to do what you need them to do. Make them your best; you can't afford to wait for good people to fall into your lap. You have to work with who you have available; making as many "best" officers as you can in the process.

Remember that the oldest marketing tool is still one of the best: word of mouth. There is no better marketing tool than a good reputation. So, the next time you want to put your company's best foot forward, remember it's observable in every officer wearing your uniform.

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DEPARTMENT OF PUBLIC SAFETY

LEE POWERS

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I take this opportunity to add to the dialogue contained in the last Managing Security Today magazine and the article about Morpho Trust, USA

Our firm was one of the few awarded a machine in January of 2013, and began fingerprinting on January 15th. By June we were ready to get rid of the machine, and the device was removed on August 1st. At the time of this document, we are still not in receipt of all monthly remittance reports, and our communications with Morpho Trust, USA are the very definition of frustrating.

To give you some idea of the issues, let me begin with the fee we were to receive. \$3 per customer is a barely acceptable minimal amount, but we knew this going in. The simple math of ten minutes per Client, six per hour, made for a strained profit and loss with an employee dedicated to the process, but, again, we knew this going in. The real problem with the per-client fee is the signup process Morpho Trust, USA has in place. The client list provided via computer to us most mornings (I'll get back to that in a moment) listed client name, ORI for reason, time of appointment, cost to them, and whether pre-paid or collected at our site.

Every day we were open that list had multiple appointment times for some clients, as many as five in a row. With an average of three in a row for clients who did this, that meant deleting two or more appointment times, or reducing our number of clients for that hour, and thereby our fees. Further, many clients, usually concealed handgun clients, added the Texas only personal background check, as many as five or six of these per day.

On arrival, and when asked for payment for that personal background, every one of them expressed surprise, and cancelled that part of their fingerprinting.

Clearly the problem rests with Morpho Trust, U.S.A., and their software. Numerous communications to them over the length of our affiliation did not produce a fix. As I mentioned, most mornings we were able to download and print our day's list of clients.

On several occasions the Morpho Trust, USA web site was 'having issues', and while we could "see" the list on the actual

fingerprint computer screen, we were forbidden to attach a printer and were required to use a separate computer each morning for that task. Calls to Morpho Trust, USA never did get a fix on those mornings, and we had to take photos of the screen in the printing room and print out a poor copy that did not have all the needed information otherwise included on a proper listing.

As bad as these itmes are, there were several events we found even more troubling. A client came in with his immediate family to be fingerprinted for the purpose of adopting a child. The family members were processed in a timely manner, but the adult male, or patriarch of the family, had recently suffered a stroke, rendering one of his arms in a contorted and locked position, his hand in a claw-like state. The unaffected hand was printed, but the other hand was locked, and despite his co-operation, too painful to be printed.

A call to Morpho Trust, USA for advice resulted in instructions to list the affected hand as "Amputated." With advances in medicine, it is possible this client will one day go to be fingerprinted for another reason, perhaps concealed handgun licensing, and his hand may function well enough to be printed. Imagine the reaction at the FBI, when they discover he has grown a new hand.

Another client came to be fingerprinted for a Taxi license. The individual could barely speak English, stated he was from Somalia, and for ID he offered a three month old Texas DL issued in Corpus Christi, and a Federal Resident Alien card. The photos on both cards matched each other, but not the person presenting them. The Texas DL listed a height of 5' 03", and the Federal ID stated a weight of 115 pounds. The individual offering the photo ID cards was several shades darker in complexion, stood 5' 08" to 5' 10", and was about 165# to 175#. Another call to Morpho Trust, USA got us instructed, you guessed it, to fingerprint him anyway. We refused. I called the San Antonio FBI office and told them what happened. They asked for details and I gave them the name on the documents offered. After a few minutes on 'hold' the agent came back and instructed me to call their office immediately should he return, and delay his departure if safe to do so. Clearly, there was more to this matter than we were being told.

The last event I'll offer was the most troubling to us. By contract with Morpho Trust, USA, we publicize our lunch hour on the front door, and Morpho Trust, USA does not schedule clients in that hour. At our office we lock the door, turn lobby lights off, and normally have lunch in a back room.

One day, my secretary took her lunch at her desk, choosing to eat in the darkened lobby. About half way through our published lunch break, a man drove up, tried to open the locked door, and was advised of our closure until noon.

He angrily started yanking and pulling on the door, cursing and threatening our secretary. His language was such that our secretary, a grandmother, became frightened and called one of our male staff from the lunch room.

The client continued swearing and threatening, and started to "inch" his car over the curb, revving the engine. Our staff became aware that he might be preparing to drive through our glass entryway, and into the lobby. They all evacuated.

The client left our parking lot, squealing his tires and leaving tire tracks. The San Antonio Police were called, and a disturbance report was made. Morpho Trust, USA was called and informed of the event. The next day we received a call from Morpho Trust, USA advising that the client had called to complain on us, and was rescheduled for that day to be fingerprinted. I told them that a report had been filed with the police, and if that individual returned, not only do we refuse to print him, but I would have him arrested for trespass. As his appointment was for the Texas Concealed Handgun License, I felt, as a Texas peace officer and a CHL instructor, that Mr. Bowie of Texas DPS might want to know about this Applicant's anger management issues. The DPS office in charge of CHL requested all documents, including the police report.

The need for fingerprint-based background checks is not in dispute. Our experience indicates that the lack of competition for a service provider in Texas is the problem. As stated in the magazine, California has multiple vendors, with the same options, but with fewer problems. We would happily purchase a machine and offer the service again, as long as Morpho Trust, USA was not involved.

Personal Management / Leadership Philosophy

DANNY HINKLE

My Diamond H Enterprises Inc.

It is the policy of my business to have a unified commitment to protect and serve the community with integrity, pride and professionalism. We are a professional office of, by and for the people, committed to justice by serving and protecting the community. Some of the goals are to increase and enhance use of technology and effectiveness. Hire and retain a fully prepared and diverse staff for each function. Provide resources, which empower staff to carryout, the vision, mission, and values. Encourage alliances to enhance the community's quality of life. Establish and maintain systematic effective management. Ensure fiscal accountability while emphasizing customer service. Ensure the humane and lawful treatment of all people. Provide challenging and rewarding opportunities designed to develop individuals to their fullest potential. Require all staff utilize and live the vision, mission and values as they perform their duties and responsibilities.

To achieve these goals the business must have effective supervision and leadership. Leadership and management are constantly changing. I was in law enforcement for more than 30 years and have watched as time has changed it to the technical stage it is now. When I became a peace officer it was because I wanted to do the job and help my community. As law enforcement progressed people wanting to be peace officers changed. Some came because of television, others came because the economy took a downturn and they wanted steady employment. Many were recruited to fill slots created by minority issues. After that the generation trends began to set in. This holds true to all professional businesses today.

From the baby boomers that believe you can be anything you want to be and work well with others to the Generation X'ers always asking why and what's in it for me, and the newer current generations that believe in staying connected 24/7, achieve now. As the economy moved forward some people came into the business for the money.

A majority of Baby Boomers are characterized as having a work ethic dedication and always looking towards the future. Generation Xers are skeptical, self-reliant and just want the bottom line results. The newest generation are optimistic, civic oriented and confident. Regardless of the reason, these varied trains

of thought have become a nightmare for businesses and its communities. Security and investigations, will now and forever become a changing environment.

As my career continued I saw both good and bad management and leadership. It also seems to be the bad that took the forefront. Many of the supervisors received no formal training and just went along on a wing and a prayer and the good-old-boy system. Many supervisory decisions were made with the explanation, "there is no reason for it, it's just our policy" and common sense was not part of the equation. Others cared for subordinates but could not separate the friendships from the present working environments. My philosophy of supervision and leadership stems from a summary of my own experiences and training.

My philosophy starts with a leader that should first have the ability to do the job. Sounds simple but one would be amazed at how many enter into supervisory positions and cannot handle the job. One must show the initiative to deal with today's complex problems. Supervisors must be self-confident speaking with authority, in appearance, posture, body language and a decision-making and always demonstrates a positive attitude. A leader must display those standards by which subordinates emulate therefore driving them to be more productive.

My personal approach to leadership begins by being ethical. Being ethical in yourself and treating others ethically. Ethics is the foundation of any agency and its members. Ethics must start at the top and include every member of the organization. Ethics also include trustworthiness, respect, and responsibility. When ethics are lost then low morale and dissension follows. Lack of ethics is one of the major problems that are facing businesses today. When an administration rules without ethics it leaves itself open to ridicule and controversy. The next phase of my philosophy is values.

Ethics and values work hand and hand in that not everyone can agree on them. Values are those fundamental beliefs upon which we base our decisions and conduct. Our values may differ but remain an important part of leadership. Values are learned not taught. Values come to us as personal, organizational, professional and societal traits. Differing values become a problem due to the diverse membership of an agency and employee backgrounds.

Next, one should consider communication. Communication works both ways and it includes both verbal and non-verbal

actions. When communicating we need to listen, check perceptions, seek feedback, consider self-awareness and sometimes take risks. Conflict occurs while communicating with someone who is in denial of responsibility and accountability of their actions or conduct. This is the difficult challenge that we as supervisors must deal with. When challenged, a supervisor must make difficult decisions with everyone's best interest in mind to include the community, the department, the law and the subordinate.

Now we come to the legal issues. Law plays a very important part on how one leads or manages subordinates. Civil and criminal liabilities act as guides for supervision. Public duty and negligence can be a supervisor's worst nightmare. Allowing conduct to continue without intervening can cost everyone. When failure to train, failure to discipline and failure to supervise occurs these liabilities are high and the morale is low.

Failures in supervisory decision-making are in the rationalization of popularity vs. integrity. A leader must have the ability to motivate and develop people into a productive organization. A leader must be trustworthy, confident, compassionate, encouraging self-discipline, and willing to develop subordinates. There are different kinds of workers, those who work to live and those who live to work.

My philosophy of a leader is one who takes you to a new place, deals with uncertainty, makes decisions, is concerned with doing the right things, focuses on effectiveness, establishes principles, formulates the questions and identifies the problems and looks for differences. A leader must be direct, logical, fair, friendly, competent, flexible, able coach to goals, motivational and result-oriented. Leadership, which deals with uncertainty, must focus on the long term.

When it becomes necessary for a supervisor to discipline an employee then it must done with the idea that discipline promotes a desired behavior and punishes an undesirable behavior. Discipline must be fair and consistent for all. This is important so that it is communicated to employees what is expected and what's not acceptable.

In achieving my personal philosophy on supervision and leadership I must always remain professional, ethical, and lawful and never let my personal biases enter into my decision-making in order to achieve my own goals as well as those of my business.

Join Texas Locksmith Association for chance to win big

STEVEN SHARP

(512) 689-1887
president@texaslocksmith.org



My name is Steven P. Sharp. I am the 2013 President of the Texas Locksmith Association. I would like to thank the members of the Texas Locksmith Association for entrusting me with the

responsibility of such an honored position.

The Texas Locksmith Association was created in 1964 to educate and develop higher standards of professional service and coordinate legislative efforts for the Texas Locksmiths. We provide education at our annual convention and road shows. Just having a road show in Abilene this November and meeting so many new people that enjoyed the classes, it means a lot to me that they received a good education.

This being our 50th anniversary our convention is to be held Jan. 16 thru 19th at the West Chase Marriott 2900 Briarpark Dr. in Houston. Go to the Texas Locksmith Association website to sign up for classes. So many other associations have come together to help celebrate our 50th from across the great state of Texas including GHLA, NTLA, LASA plus a list of vendors. AMSEC USA has donated a \$10,000 safe to help with our membership drive. We are raffling tickets for \$10 to members and those who apply for membership.

It is so great to have so much support from all over I would like to say thanks to everyone for their help and support. The board members that I work with are amazing. I could not be any happier to have such a great group to work with. We are looking to or membership to find board member for this up and coming year so if you would like to volunteer don't be shy.

Membership to TLA is \$95 with over half going to support our lobbyist. All of the money that is made from the classes that is given by TLA goes to fund our lobbyist. Without our members and donation's from other associations and vendors we would not have the funds to keep our lobbyist employed. Without these donations it would be a disaster. I fear that the upcoming years are going to be a battle to keep a lobbyist.

I have been blessed with great mentors of past Presidents: Troy Maynard, Billy Garrett and John Helweg. It seems time flies by so quickly with all that is needed to get

done. Just when you get one thing completed, ten more things need your attention. I am also blessed with eight fabulous board members that have stepped up to volunteer their time and services for the Locksmiths of Texas. I wish that more Locksmiths would step up and volunteer.

I am a second generation Locksmith. My Father, Norman Sharp, started Locksmithing in 1972 and captured the interest of the entire family. My Mother, Geneva, became one of the first female Locksmiths of Austin, TX. My father took me on my first service call when I was 9, to open a house, and he let me use his picks. You could have knocked the customer over with a feather when he saw how I could open his lock so fast. My brother Philip and I now own the company and try to keep up with the changing times as we do just about everything from the basic rekeying, auto, safes, etc.

Growing up in this industry and seeing

so many changes, I feel for the new people trying to start. I was lucky enough to start when times were very easy. I have built up my knowledge over the past 37 years of practicing Locksmithing, starting here in Austin when times were easy and there were only about seven Locksmith companies here. We were all very close and like a family. When one of us had a problem we would pitch in and help the other. This gave me the opportunity to learn from some of the best locksmiths of the time. So as you would guess I have instilled in me the sharing of knowledge. I truly enjoy helping others.

I would suggest to all Locksmiths, wherever you are, to join both local and state associations. The benefits you will gain and the knowledge you will receive is priceless! The best advice I can give you is don't just go for continuing education, seek out the classes that will help you grow.



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HOUSTON

MICHAEL HUDSON

LEAPS in Houston has combined meetings with ASSIST Gulf Coast Region every other month. The meetings take place at the Saltgrass Steakhouse 1803 S. Shepherd in Houston. The meeting and luncheon time is from 11:30 a.m. to 1 p.m.

We will hold our first meeting in January 2014 to discuss the future of our partnership with Harris County Sheriff's Office.

Harris County Sheriff Adrian Garcia was our Speaker for the June 2013 meeting. Sheriff Garcia spoke to the attending members about the importance of the partnership between law enforcement and private security.

Our chapter's partnership with HCSO started in 2011. We established an advisory board and met with HCSO several times to develop the program. We started with the emailed Alerts (Amber, Silver, and Most Wanted) from the department and passed them on to the local membership.

We also learned about HCSO's iWatch Program. This program enables citizens to report suspicious or criminal activity. These tips can be given via phone call, text, mobile phone app or through HCSO website. HCSO provided a Speaker at a luncheon to explain the program's development and how our officers can utilize it while on duty.

From there we planned a training course to be held at Harris County Sheriff's Office Training Academy. This course was designed to educate the security officers and to help us interact with law enforcement officers. The subjects taught during this one-day course are: iWatch Harris County, Police Reports (Amber and Silver Alerts, Crimestoppers & Coplogic), Crime Scene Protection/Preservation, Criminal Trespass/Domestic Violence & Dispute Resolution, Threat Detection, Note Taking and Basic Crime Prevention and Emergency Preparedness.

We have held 3 of the Training Courses. Unfortunately attendance has dropped in each class and the most recent class in May had to be cancelled due to attendance.

Sheriff Garcia attended our meeting to encourage our members and to show the LEAPS program has his full support. He is



motivated to make the partnership succeed and our members must participate to keep this great program moving forward. The Sheriff is doing his part, now our members must do theirs.

If you are reading this and not getting our emailed announcements, please contact me as soon as possible and I'll get you on the list. My email is mHUDSON@smithprotective.com.

RIO GRANDE VALLEY

ROME HINOJOSA

Among all the challenges and opportunities 2013 brought with it, we were able to get RGV LEAPS off and running. Several doors have been opened to us and we are excited to take the next steps that will help us grow RGV LEAPS. Our sincere gratitude to Lt. Esteban Martinez, IBWC, who was our Chairman since the onset of RGV LEAPS. He has recently stepped down due to his demanding position at IBWC. With out him, the relationships we have been able to establish within the law enforcement community would not have been possible. We hope and wish you the best Lt. Martinez, our doors will always be open, thanks again.

We recently attended another group of training courses put together by the La Joya ISD Police Department. Our thanks to Chief Raul Gonzalez and Lt. Perez, who graciously invite us to their classes, along with all the instructors and officers who treat us with respect and



professionalism. Some of the courses we attended were Patrol Procedures and Campus Tactics, Crimes against Property, and Alcohol and Drug Abuse Recognition, to name a few.

In 2014 we will be planning various other training sessions with Brownsville and San Juan Police Departments, our appreciation to Chief Rodriguez and Chief Gonzalez, for the opportunity to expand the training of our security guards.

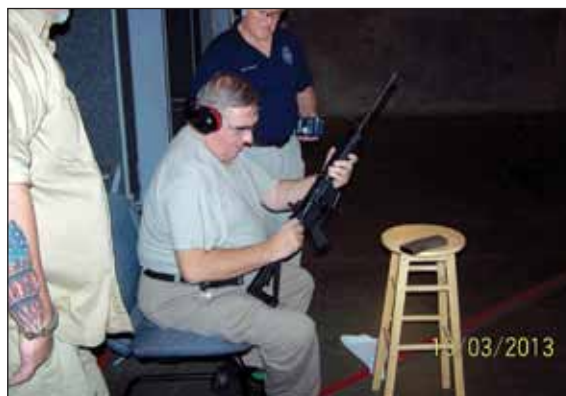
We invite interested security guard companies to invest into their guards. Our security guards are often the first impression of our companies. The client, the community and the police have contact with our guards, it is both important and valuable that we training them and give them the proper tools to excel in their trade.

Golf Tournament

All 2013 Convention photos courtesy of John Roberts, AS&I Security Services, Dallas, Texas.



Top Gun Shooting Competition



Sponsor's Appreciation



V.I.P. Luncheon



Vendor's / Sponsor's Appreciation



Continuing Education



ASSOCIATED SECURITY SERVICES AND INVESTIGATORS OF THE STATE OF TEXAS (ASSIST)

Code of Ethics for Security Officers

I AM PROUD to be a security officer, and I will accept the responsibilities of my office, dedicating myself before God to this, my chosen profession.

I AM NOT a policeman or peace officer. My primary role is one of prevention rather than apprehension; therefore I will never imply by word or action, in public or in private, that I am a peace officer.

I WILL NEVER act officiously in the performance of my duties. I will enforce the rules of my employer and the laws of the land without fear of favor, malice or ill will, never using unnecessary force and never accepting gratuities.

As a SECURITY OFFICER, it is my duty to prevent crime, safeguard lives and property, deter violators, report violations, and enforce the rules of the client who has engaged my services.

I WILL NOT allow my personal feelings or friendship to influence my decisions. That which I see and hear of a confidential nature, or that which is confided to me in my official capacity, I will hold as a sacred trust, unless the revealing of it is necessary in the performance of my duties.

I recognize that the UNIFORM I WEAR is a symbol of the trust and faith of my employer, and is public trust placed in me by the State of Texas. I will wear it with pride and dignity, never violating this trust by word or deed. I will strive to instill this pride in other security officers with whom I come in contact.



President's Gala





Teamwork, team building is the foundation of ASSIST's future

I would like to focus on these final thoughts that the team work and team building blocks of leadership should be the foundation for us to grow together in unity and to constantly speak to each other and remind us of the principles of success and credibility are not words but actions. As your president I wish to be the foundation and voice for you members and non members specifically for the purpose of communication with the Texas Private Security Bureau. As voting members you may be designated and called upon to voice your opinion, ideas and professionalism creating the largest consideration and efforts of any committee or appointment of responsibility. I believe that a single arrow can easily be broken but with the professionalism and commitment and agreement of Executive Board, Regional Presidents, Voting Members and Non Members we can hit a target with a bundle of arrows. It is really amazing how much we can get done if we do not worry of who receives the credit. As our profession is a one solid team and a collection of people. It is a process of give and take. No one body of profession is strong enough without all members and elements of the team.

As your President I will work effectively and never say I. I will always implement and allow it to become a testimonial of WE. I will always accept responsibility and never side step and always give credit where credit is due. We are only strong as our members. Our rode is long but we will join in all efforts as we walk the halls in Austin's Capitol to be heard and seen to deliver any message for our profession.



JESSIE RUELAS

President
ASSIST

Not like in the past but in the future we will create trust which will enable us to complete any task. There are many talents of members that I will reach out to, but team work and intelligence will assist us in achieving our goals. Coming together is only the beginning. Keeping together is progress and working together will only allow us to succeed. Team work is the ingredient that allows common membership to attain uncommon goals. As your state President I understand the value of partnership of all levels of our profession. I valued your relationship and realize without you I cannot accomplish and represent you as the president ASSIST. As we look to the future I am confident that my philosophy of developing partnerships will continue to prove valuable in our success

The opinions in The Last Word are those of Jessie Ruelas and do not necessarily reflect those of ASSIST or its members.



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