

# MANAGING SECURITY



The Official Magazine of the Associated Security  
Services and Investigators of the State of Texas

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AUGUST 2015







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Managing Security Today is the official magazine of the Associated Security Services and Investigators of the State of Texas (ASSIST) and published three times a year. The contents are not necessarily the views of, or endorsed by ASSIST. The appearance in advertising in Managing Security Today does not constitute endorsement of the products of services advertised. Any article or service advertised in Managing Security Today will be made available for purchase, use or patronage without regard to any non-merit factor of consumers. Managing Security Today is published by the Associated Security Services & Investigators of the State of Texas, Inc. Texas' largest magazine representing the security profession in Texas. Managing Security Today may not be photocopied, reproduced or redistributed without the consent of the publisher. Copyright 2015. All rights reserved. Managing Security Today welcomes articles submissions and reader feedback. Articles and comments may be emailed to Joni Berardino at [executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org). Include your full name, address and phone number.

# President's Message

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Foremost in my heart and mind this week is the unnecessary and untimely deaths of two security officers. Two lives lost in the month of July (see page 6). Our hearts and prayers go out to them. As the President of ASSIST I feel it is my duty to

question what ASSIST can do to help train, educate and legislate to protect the members of our profession. In the coming months ASSIST will reach out to our members, non-member company owners, guards and other state associations to address what, if anything, can be done to protect the men and women of Texas who work in Security. I invite anyone reading this letter who has an interest in helping to contact me or Joni Berardino, Executive Director, via our contact information below.

April was a very exciting time for those of us who met in Austin and walked the halls of the Capitol to talk with our legislators. We had some great success under the leadership of our Executive Vice President Charles Keller and long time Lobbyist Keith Oakley. Visits were followed by a luncheon at the historic Austin Club just steps away from the Capitol. If you have never been in the State Capitol building you should take the time to visit while you are here in early October for the 2015 Annual ASSIST Convention. See page 30 to register and read about the outcome of this year's legislative session on page 12.

During the July meeting of the ASSIST Board of Directors a decision was made to raise the annual membership fee from \$150 to \$195 as of September 1, 2015. This measure was taken to offset inflation. The rates have not been raised since 1996. This decision was not made lightly. We understand that every dollar counts and we appreciate the understanding of our membership. I promise you that only good things will come of this. Keep reading to learn more about what you get from your membership.

Sometimes we hear, "What is ASSIST doing for me?" I want to go over just a few of the benefits of belonging to the Associated Security Services and Investigators of the State of Texas. ASSIST organized the State by regions and each region holds a monthly meeting. Presidents of those regions serve on the board of ASSIST and represent your interest. ASSIST attends all of the meetings of the Department of Public Safety Private Security Board. We are there each quarter to testify as needed before a decision is made that will impact your ability to do business in a cost effective way.

ASSIST works with the State Legislature and the Department of Public Safety to improve relationships and direction. ASSIST employs a Lobbyist to represent the Security and Investigative industry in Texas.

We also employ an Executive Director who publishes this magazine, uses social media to inform the public and sends weekly information to members, among other duties. Our Lobbyist and Executive Director also attend all PSB meetings.

Membership in ASSIST allows company owners to receive a deep discount on their Workers Comp through Texas Mutual. Any agent can sell the discount program but our biggest insurance agent supporters advertise in this magazine. Call one of them today!

It was through ASSIST that the spin off of the Charitable Organization of Texas Security Officers (COTSO) was born. COTSO provides financial assistance to families of security officers killed in the line of service.

ASSIST has an agreement with the Fowler Law Firm to provide complimentary email and telephone advice about legal matters to ASSIST members. Advice is free of charge unless it requires research or review of legal documents.

ASSIST provides continuing education credits at meetings and the convention. We get calls weekly from company owners who have a need and we provide referrals from a list of consultants with expertise in the industry that have been vetted by the Association. Additionally, ASSIST offers an Accidental Death and Dismemberment insurance policy to individuals and company owners for \$25 a year. We stay on top of the Affordable Care Act and offer solutions to our members.

Ask not what ASSIST can do for you but what you can do for the industry that you chose to be in. Come be a part of us and see for yourself. Let us know what you need from the association. We are here for YOU.

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# Executive Director's Message



One of the benefits of ASSIST is our ongoing monitoring of changes to the Texas Department of Public Safety, Private Security Bureau (PSB). Last issue we honored outgoing PSB Chairperson, John Chisolm. Taking his place as Chair of the Private

Security Board is Patti James of Houston. Ms. James was appointed by Governor Abbott in April 2015. She established Patti James Investigators in 1990. She has served on numerous committees for the Texas Department of Safety PSB in the past including the continuing education committee.

Ms. James chaired her first meeting on July 21, 2015 and served like a pro.

Governor Abbott also appointed C.D. Siems to the Private Security Board. Mr. Siems is the President of C & D Safe & Lock Inc. He started the company in 1986. He has been active in the Texas Locksmith Association and the Greater Houston Locksmith Association for over 30 years. He is currently a volunteer on the Keys and Locks Committee for the Houston Livestock Show and Rodeo.

ASSIST supports the appointment of these two seasoned and respected professionals.

Another benefit of ASSIST is the annual convention and all the continuing education credits that are offered. The Austin Region is planning this year's convention and they are hard at work. Especially Denise Nicholson who is chairing the Convention Planning Committee this year. If any of you have ever been involved in such an endeavor, you know that the work never ends. Hotels, meals, speakers, guests, sponsors, give-a-ways, etc. Please put this major event on your calendar and plan to be here for a fabulous few days of learning and playing with good friends and colleagues. There will be a focus on management and marketing this year. Turn to pages 28 and 29 to see just a few of the Austin highlights you can enjoy while you are in town. Also, pay attention to the daily agendas. We start on September 30 with registration. We will open registration up early on October 1 for those who can't make it in Wednesday night. Book your hotel accommodations and send in the registration form on page 30.



I want to give some credit to a few people who work on behalf of ASSIST. Turn to page 11 and read about the people behind the scenes who help ASSIST serve you. Andrew Fafel is the technology guru who keeps me from pulling my hair out at least 3-4 times a month. He is the young man behind the website changes, the PayPal account set ups and general tech questions that I have on a regular basis. Sarah Ruh is the woman behind the magazine. I pull together the articles and she makes it all come to life on the page. Cindy Salome and Terri Diaz Aguayo are the patient, kind and helpful staff at 360 Press Solutions, the official printer for ASSIST. Take a look and consider using the services of one of these amazing professionals the next time you need help.

Last but not least....It is with a heavy heart that I read about the injuries and deaths that are occurring in the industry. ASSIST as a collective group will be looking to see how we can better protect our men and women. Being in security should not pose the extreme danger that we are seeing. Please be a part of this association and a part of the solution. Contact us for more information on how you can be involved. [Executivedirector@assisttexas.org](mailto:Executivedirector@assisttexas.org) or [president@assisttexas.org](mailto:president@assisttexas.org)

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AUSTIN POLICE  
INVESTIGATE  
DEATH OF BAR  
SECURITY GUARD

Security guard shot  
at site of third fatal  
attack in 24 hours

Security Guard Killed in S.  
Houston Warehouse Shooting

HUMAN SERVICES DEP'T  
SECURITY GUARD SHOT AND  
KILLED ON TX/NM BORDER

Security Guard Found Fatally  
Shot at Houston Condo Complex

## Security Guard Fatalities: How Can We Stay Safe?

If, like most of us, you skim only the news headlines most relevant to your life and business, perhaps the following news stories from this past year have escaped your notice:

Security guard Wesley Keene was a recent shooting fatality over the 4th of July weekend. Mr. Keene was 55 years old, and worked for a Houston manufacturing facility.

Daniel Arp, a security guard with Howard Security in Houston, was fatally shot on July 15th, while working at an apartment complex.

Richard Escalante, 28, was attacked and killed outside the Austin bar at which he worked in October.

A Brinks guard who had worked for the company for 10 years was shot and died near the Galleria in Houston this past February. The guard was not identified.

Texas is a big state and there are bound to be incidents. But these headlines are just a small percentage of the ongoing injuries and deaths that take place in our profession. ASSIST plans to work on this issue with a little help from our members during the upcoming year. It is the responsibility of everyone in the industry to have a zero tolerance for deaths. We would like to do some research on the how, when, where and why of injuries and deaths

among security. We want to look at state and national statistic of incidents.

We need to come together as an industry to develop stronger training protocols. We should attempt to have a recommendation on when security guards should go out in teams; when security guards should be armed, and when they should be issued safety vests. We want to know which vest are best and/or more comfortable. If more training is needed, ASSIST wants to provide that training. Not to be interpreted as "blaming the victim," our efforts are to help the industry maintain "safety first."

In the coming months we will be convening a "think tank" of industry professionals to meet by conference calls and emails to discuss this issue. Let us know if you would like to join the effort by writing to [executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org).

Something else many of the stories have in common is that while the assailants are named, the security guards who lost their lives are so often anonymous. This makes it very hard for the Charitable Organization of Texas Security Officers (COTSO) to provide financial aid to the families. If you hear about an injury or death please contact ASSIST at [executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org).



# COTSO: Charitable Organization for Texas Security Officers

by Mike McGregor

Over the last 7 months our profession had seen a major decline in line of duty deaths here in Texas. Unfortunately in July we have lost 2 Security Officers in Houston in unrelated incidents.

Officer Wesley Keene of Executive Outcomes, a Houston area firm, was killed on July 4th. Officer Keene, a principal in Executive Outcomes, according to news reports, was found lying dead in an industrial area parking lot. At this time police report no motive and no suspects.

The second officer was Daniel Arp, 55, of Howard Security in Houston. On July 15th, Officer Howard was working an apartment community on Park Place when he was killed. Officer Arp was believed shot by a subject he had an altercation with a short time before being killed. Police have taken into custody a suspect who is reported to have been out on bond for a previous murder in 2014 and was wearing an ankle monitoring bracelet at the time of the incident. COTSO has attempted contact unsuccessfully with both companies. Please remember both of these officers in your thoughts and prayers. Officer Keene and Officer Arp will be added to the rolls of those who have died protecting their community.

I feel awareness and training have contributed to the decreases we experienced before these 2 incidents. There is a level of overall professionalism of security officers in Texas and changes in our training standards. A better level of training to de-escalate situations as well as deal with the ones we cannot de-escalate was added to the Level 3 certification course, thanks to the efforts of ASSIST 4 years ago.

A major challenge facing the Security Officers of Texas will be due to recent changes in Texas law. In the beginning of 2016, Texas law will allow the open carry of a handgun by holders of a Concealed Handgun License. For the most part in many areas of the state this will pose minor challenges. In the major urban areas of Texas I believe security officers will face challenges under this new law. When we come in contact with an openly carrying individual, questions and hesitations may create a risk to the security officer on the street.

Companies and the security officers will need to seek guidance from their employers who should consult with local law enforcement officials and representatives of their local district attorney's office. I cannot predict the future

but I believe there will be confrontations and how they are handled will be based on our training and professionalism. Our responses will not only be to protect our clients, and ourselves but also the rights of law abiding legally carrying civilians. I do fear that this factor added to already tense situations could result in tragic outcomes. I recommend training and caution. Going home at the end of the shift remains an officer's responsibility to his family, himself and the community we protect.

The next board meeting of COTSO will have on the agenda alternative levels of fundraising. These efforts will include seeking available grants from various organizations. We will also be looking to expand the fundraising efforts to the officers as a whole who are the benefactors of COTSO's efforts. The officers need to become involved in the process as they will receive the fruits of our labors. Other discussions will revolve around expanding the board to include persons not involved in the profession. We feel that this will expand awareness in the community as well as support of the crucial mission, sacrifice and contribution our profession makes to the community we serve on a daily basis.

COTSO has one purpose, to provide support that was previously lacking to the licensed Security Officers of Texas and their families. I believe we are meeting that goal and that the board will strive to continue to provide help. I also believe we will continue to evolve and meet new challenges and find new ways to support this profession. That can only be done with the aid of the companies and the individual officers who are this profession. We will support you but you must also come forward and support COTSO. The COTSO Board is looking for persons from the Austin and Houston areas to join the COTSO Board and help in our mission to support our fallen officers.

For any information on COTSO or to alert COTSO of a line of duty death or serious injury to a security officer contact me at 214-729-0667 or by e-mail at [mmcg@aprosec.com](mailto:mmcg@aprosec.com). Remember as always, the more than 110,000 security officers who every day make Texas a safer place.

**COTSO is a spin off 501c3 organization of ASSIST with a board of directors that is independent from ASSIST.**



Last issue we published an article about the professionals you need when you are selling your business. Read this article to find out about the “friends” you should make when you start your business.

## FIND SOMEONE TO LOVE!

by Laura S. Fowler, Kathryn Turpin and Miguel ‘Mike’ Lopez

As a proud vendor member of ASSIST, we are daily amazed at the many calls from ASSIST members of late. Especially from ASSIST members who are buying or selling or growing who have failed to position themselves for this roaring Texas economy. We will be talking about some of the friends you should make when you go into business at the ASSIST Annual Convention. Here are the friends we hope you find before we see you.

1. Love Your Banker: The time to find a banker who loves you is not when you need a lot of money. If you do not currently have a loving relationship with a banker who you feel really wants your business, go find one. Then that banker will be there when you do need him. Not every bank and banker is for every business. Find an experienced banker who understands the business of sale of licensed services. Many do. Then love them. Do not move your bank accounts around every time your neighborhood bank advertises a cheap car loan or waives some account charges. Internet banking is not what professional business owners do.

2. Bless the Insurance Agent: In Texas, the typical business insurance policies an ASSIST member needs are relatively affordable by almost every size business owner. Many times business owners come to us asking us to form a limited liability company to protect them from outside risks. Once we explain what insuring agreements do and what limited liability companies do, the owner immediately concludes he needs to obtain insurance. Buying business insurance over the internet is insane. Everybody loves to hate the insurance industry and whoop up on the agents. But you should make a friend of an insurance agent who really is skilled in writing insurance for your business operations. If you are an ASSIST member, you want to be extraordinarily careful to cover certain perils, particularly firearms and explosives, private automobiles used in the scope and course of your business purpose, and assault which arises frequently in the course of ASSIST member operations.

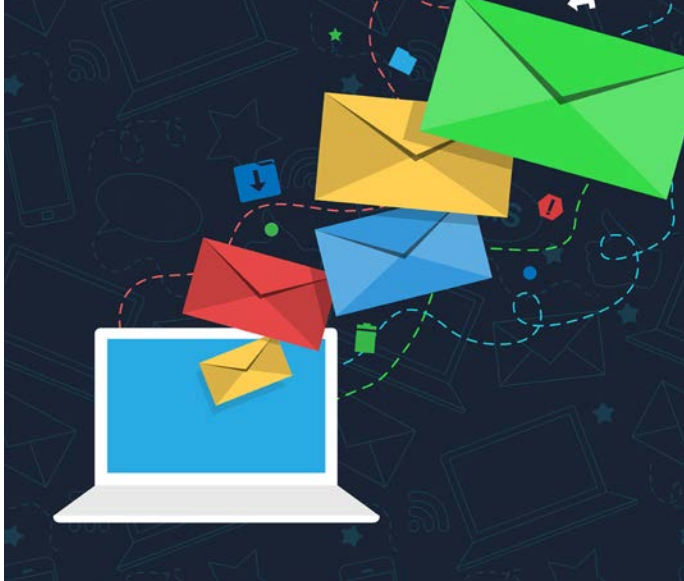


3. Make Nice with Your CPAs and Accounting Services: So many business owners fail for one simple reason; they unwisely choose to handle all accounting and the filing of returns without having any idea of what they are doing. Sophisticated successful business owners are the first to admit; skilled CPAs who actually understand the peculiar nature of your business consistently will save that business owner more than the accounting fees. Furthermore, having a CPA prepare and file the return removes one of the more frequent IRS red flags that draw an audit. <https://www.tsbpa.state.tx.us>

4. Love Your Lawyers: What's not to love if your ASSIST membership gives you access to mature attorneys at The Fowler Law Firm PC at no additional charge. As ASSIST's counsel, The Fowler Law Firm PC really understands the issues unique to ASSIST members. Unlimited confidential attorney client privileged telephone and email advice about any legal matter is offered at no additional charge as long as you are a current ASSIST member, and your question can be answered by telephone and email without research or review of documents. This opportunity extends not only to security issues but also to most legal needs business owners of security services face including business formation, taxation, insurance and risk management, employment, and business immigration, to name but a few. [www.thefowlerlawfirm.com](http://www.thefowlerlawfirm.com)

5. Love Your Professional Associations: We cannot state strongly enough how important it is at every phase of business ownership from initial or startup phase to the point at which you have realized all your dreams, to identify a great association that gives practical hands on advice as well as networking opportunities. Obviously we think ASSIST is one of these or we would not be a vendor member and giving away our free advice. We hope you will consider a membership at once. [www.assisttexas.org](http://www.assisttexas.org)





## ASSIST Taking Nominations for Security Officer of the Year

### *Do you have an officer that has gone above and beyond?*

If so, nominate him/her for the ASSIST Officer of the Year. Please submit all entries no later than September 10th, 2015 to the [regionscoordinator@assisttexas.org](mailto:regionscoordinator@assisttexas.org). All submissions must include the nominee's name, company name, and a brief description of how the Officer has gone above and beyond.

The winner will receive transportation and lodging at this year's ASSIST convention held in Austin, Texas. They will also receive recognition at the President's Gala and a gift certificate. If you have any questions please don't hesitate to contact our Regions Coordinator at the above email.

You DO NOT have to be a member of ASSIST to nominate your employee.

Nominations must be received by September 1, 2015.

## Email Tip of the Day

**Kyle Bailey, Managing Director of Front Burner Marketing**

Be Clear.

The vast majority of business owners who fail in Email Marketing efforts do so because they aren't clear. Poor subject lines don't get opened. Once opened, poorly constructed emails with no value proposition don't get read. Emails that DO get read get trashed (instead of clicked) because of a weak or misaligned Value Proposition. More than 50% of emails don't even click to a specific Landing Page, so your prospect's interest is wasted.

Clarity is everything in Email Marketing.

- Research your prospects' needs
- Find/Build the right offer
- Create a great Subject Line (what they see in their inbox)
- Offer something of value in the body of the email
- Offer a related link to click
- Take them to a page that is directly related to your value proposition (and make sure that VP ties back to your core branding)
- Then make it easy to buy

Bingo! Customers!



Don't miss Kyle Bailey, Managing Director of Front Burner Marketing when he talks about Online Marketing at the ASSIST Convention in October. Learn more about his company at [frontburnermarketing.net](http://frontburnermarketing.net).

## New Member Benefit DPS Helpline

ASSIST has a new member benefit. You can now get help with your licensing or registration issues from ASSIST. Susan Griswold, long time business owner, member of ASSIST and member of the Board of Directors has agreed to take questions through the ASSIST helpline.

A dedicated email has been established for all your questions regarding licensing and registration.

**Send your questions to Susan Griswold at [helpline@assisttexas.org](mailto:helpline@assisttexas.org).**

(Please allow up to 48 hours for a response.)



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*- Marshall Settegast, VP / CEO, Cart Leasing, Inc.*





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# Behind the Scenes

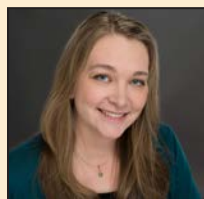
*These companies and individuals work regularly with Executive Director Joni Berardino to help serve the ASSIST membership. We thank them for their efforts!*

# 360

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**PRESS SOLUTIONS**

360 Press Solutions in Austin is the official printing company of ASSIST. They are also a Hole Sponsor at the Annual Convention. Thanks to Jason and his team, especially Cindy Salome and Teri Diaz Aguayo, who help make it possible to get this magazine into your hands.

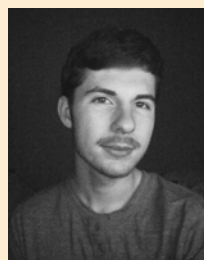
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Sarah Ruh provides the design and layout for the ASSIST magazine. She has been a graphic designer and communications specialist for over 15 years, working with a wide variety of industries and state associations. Her

company, Ruh Marketing, designs newsletters, magazines and advertisements, as well as providing web design and online marketing services. In addition to her design work, she is an artist, and sells her original abstract paintings on canvas at [www.sarahruhart.com](http://www.sarahruhart.com).

[www.ruhmarketing.com](http://www.ruhmarketing.com) ■ (512) 663-2576

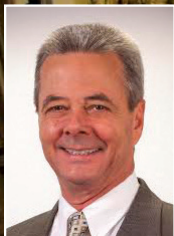


As a high school student with over six years of experience in the computer technology field, Andrew Fafel designs websites for individuals and businesses, and provides computer and technical support to south Austin, Texas.

He is currently working with ASSIST's Executive Director, Joni Berardino, to manage its website and web presence, as well as provide other technology-related services when needed.

He specializes in web development, social media, networking, security, and technical support.

[www.andrewfafel.com](http://www.andrewfafel.com) ■ [andrew.fafel@gmail.com](mailto:andrew.fafel@gmail.com)



# Legislative Report

Keith Oakley, ASSIST Lobbyist

## 84th Legislative Session Summary

The session began this past January with a full slate of newly elected statewide officials and Legislators, including our first new Governor in 14 years. Many of them were sent to Austin with a clear message from the voters to cut taxes and limit the scope of and size of government.

One of the battles ASSIST fought early in the session was a proposal to take most authority away from the Private Security Board. There was also a bill to exempt all churches, private primary and secondary schools and all non-profit 501C's from all aspects of the private security act. Another would have allowed out of state security companies to work in Texas during times of disaster without DPS registration, criminal background checks or taxes.

The final gavel on the session has finally fallen. ASSIST won many legislative battles, and lost a few, but overall it was a good session for the private security industry.

The ASSIST bill watch list for this session included over 200 bills. The following bills are those that required the most attention and could have had the worst impact on private security.

### H.B. 1561 by Matt Schaefer, (R-Tyler)

This bill exempted all churches, synagogues or "other established places of religious worship", from the Private Security Act regarding volunteer security guard forces, investigators, locksmiths, dog trainers and burglar alarm installers.

If the bill had passed, all of those entities could unknowingly place sex offenders in guard uniforms to guard their day care facilities.

The bill would have created an enforcement nightmare for the DPS regulatory division. If they attempted to investigate a guard in uniform and request their pocket card, all the guard would have to say is, "I volunteer for religious organization X, or non-profit X, or private school X."

ASSIST opposed the bill. It was amended in committee to apply only to, "churches and other established places of worship". As amended, ASSIST continued to oppose the measure. The bill unanimously passed the Homeland Security and Public Safety Committee in the House and was sent to the Calendars Committee. ASSIST continued to oppose the bill in the Calendars Committee, and helped keep it from getting a vote on the House floor. We are certain to see it again next session.

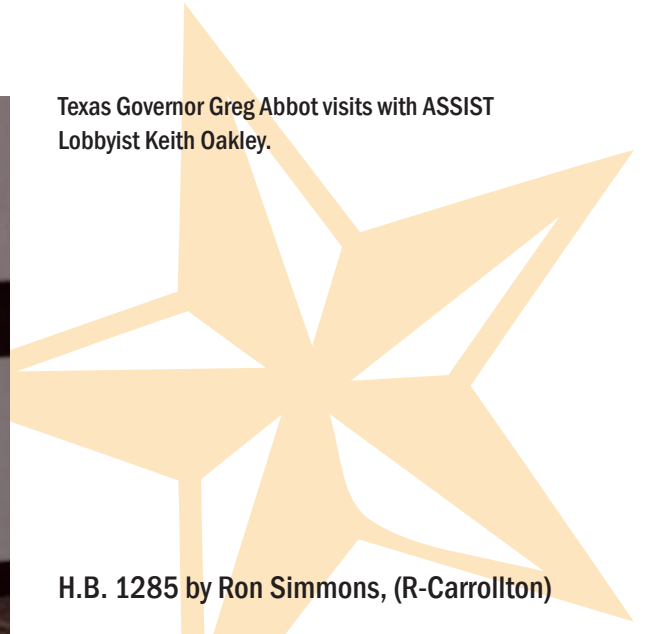
### H.B. 4030 by Representative Tony Dale, (R-Cedar Park)

The early discussions about this bill would have removed much of the authority of the Private Security Board. With opposition from ASSIST and Representative Allen Fletcher, (R-Tomball) Rep. Dale, worked with us to reach a compromise. The board would retain their authority, but we would not be able to put guards on post until the FBI had acknowledged the receipt of their fingerprints.





Texas Governor Greg Abbott visits with ASSIST Lobbyist Keith Oakley.



### **H.B. 1285 by Ron Simmons, (R-Carrollton)**

This bill would have allowed Personal Protection Officers, (PPO's), to carry their weapons while guarding their clients, in places where CHL holders may not be allowed to carry. Current law gives PPO's

that authority in most areas, (excluding voting places), but it is a defense to prosecution. The PPO could be arrested, lose their license until a judge throws out the case. This bill would have addressed that problem. ASSIST fought to pass the bill. It passed the Homeland Security and Public Safety Committee unanimously and was sent to the Local and Uncontested Calendar Committee. The Chairwoman of that committee, Senfronia Thompson, (D-Houston), was opposed to the bill. She agreed to send the bill to the regular Calendar Committee, but it was too late to pass the bill. Law enforcement groups did not openly oppose the bill, but I suspect they did behind the scenes. We will work next session to address the concerns of law enforcement and see that it is not referred Chairwoman Thompson's committee again.

### **H.B. 2899 by Representative Tan Parker, (R-Flower Mound)**

This bill would have closed a legal loophole allowing some security companies to get around the branch office rules. They were selling "franchises" and said they were not branch offices. ASSIST supported the bill, but some drafting errors caused the bill to stall and die in committee. Next session we will support passage of the bill with the corrective language adopted.

**There were many more bills that the ASSIST legislative team was working on during the session, some good most bad, but overall I would say we dodged a bullet and came up firing. Thanks to all ASSIST members who came to Austin, made phone calls and sent e-mails to your legislators. Once again, it worked!**

We worked successfully to amend the bill further to state that if DPS does not acknowledge FBI confirmation within 48 hours of the fingerprints being submitted electronically, you can put the guard to work after clearing them through the DPS criminal database and the sex offender database.

### **H.B. 2358 by Lucio, (D-Brownsville)**

This bill as filed would have allowed out of state guard companies to perform services in Texas during times of disaster without registering with DPS or paying taxes. They would be able to work here with no criminal background checks, training or insurance.

ASSIST met with Representative Lucio to explain our opposition to the bill. He assured us that that was not the intention of the legislation and he promptly amended the bill to exclude security guard services from the provisions of the Act. Representative Lucio has always listened to the concerns of ASSIST, and we owe him a debt of gratitude for his quick action on this issue.

### **H.B. 473 by Helen Giddings, (D-DeSoto)**

This bill requires that anything that could identify a vehicle as a law enforcement vehicle, be removed by the law enforcement agency before they can sell the vehicle. This included bumpers, search lights, bar lights, antennas, and emblems. ASSIST worked with the author of the bill to successfully amend it so that only licensed security services contractors can purchase the vehicles with only the insignia being removed.



## EL PASO

### ROBERTO AZAR, JR.

President  
El Paso Region  
915-691-2595  
azar\_co28@  
yahoo.com

Our monthly meetings are held at the El Paso Municipal Police Officer's Association Hall located at 3601 Rutherglen. Meetings are held on Wednesdays on the following dates: August meeting will be held during the ASSIST Appreciation Day for El Paso Region, September 25, and October 25.



## CENTRAL TEXAS

### DANNY HINKLE

President  
Central Texas  
Region  
(512) 308-8019

centraltexaspresident@assisttexas.org

Central Texas meetings are held on the 4th Tuesday of the month at 11:30 a.m. at Mangia Pizza: 8012 Mesa Drive Austin, TX 78731

This year, Central Texas Region will be hosting the 2015 ASSIST state convention September 30-October 3 in Austin, Texas at the Austin Omni Southpark hotel. I hope we will see you all there.



## NORTH TEXAS

### JACK W. GRIFFIN

President  
North Texas  
Region

972-263-6800

northtexaspresident@assisttexas.org

Our meetings are held the third Wednesday of the month at 11:30 a.m., at Texas Land and Cattle on Technology: 10250 Technology West, Dallas, Texas 75220.

The North Texas Region held its monthly meeting on July 15th. We had a CE class with a special guest speaker from the Dallas County District Attorneys Office, Ms. Messina Madson, who is the primary felony prosecutor in Dallas County. During Ms Madson's presentation she provided insight on the newly elected District Attorney, and what we could expect from the new administration. After the presentation we had a lively question and answer session on some of our frustrations in previous dealings with the DA's office, and what steps were needed for improvement.



## SOUTH TEXAS ALAMO

### JIM PROCK

President  
South Texas  
Alamo Region

(210) 680-1202

alamopresident@assisttexas.org

We in the South Texas Alamo Region of ASSIST extend an invitation to any interested security professionals to come and join in our meetings. If you have any questions or concerns regarding ASSIST please contact me either by email or phone.



## GULF COAST

### MIKE HUDSON

President  
Gulf Coast  
Region  
713-789-5944

gulfcoastpresident@assisttexas.org

The ASSIST Gulf Coast Region hosts monthly meetings every second Tuesday of each Month. The luncheon meetings are held from 11:30am to 1:00pm at Lupe Tortillas, 1511 Shepherd Houston, TX 77007.

State and Regional elections will be held this year. Please consider running for a position.







## RIO GRANDE VALLEY

**JAIME S. OCHOA**

President  
Rio Grande Valley  
Region

956-544-4726

[riograndepresident@assisttexas.org](mailto:riograndepresident@assisttexas.org)

I would like to thank Denise Nicholson and Danny Hinkle for giving Roberto Azar and myself Jaime S. Ochoa the opportunity to run their ASSIST State Shooting Tournament.

We anticipate that all attendees will show up for a "friendly shootout" at the "Schaefer Corral" for a casual Tactical Style Shooting Tournament. Come by and share a few hours and enjoy the camaraderie of friends and

colleagues. Please use standard handguns and holsters for duty or concealment, no competition equipment. Bring a minimum of 3 magazines or 3 speed loaders. You may have more for each. Also, 150 rounds of ammo, for the handgun, bring your shotgun & carbine for extra stages. On Thursday, the shooting tournament will take place at the Schaefer Training Academy, Inc. 948 Sandy Creek Rd., Dale, TX 78616, 512-785-4800. Participants that would like more information please contact Danny Hinkle Austin Regional President. We look forward to a good turnout for these enjoyable events of friendly competition.

We will be holding elections for the RGV ASSIST Board this year, so please attend and nominate a candidate to represent your company. There is still time to be nominated

for a position on the board. Additional nominations may be made from the floor. Make sure you show up and vote for your candidate on August 5th, 2015.

An invitation is extended to interested individuals who would like to attend our next RGV ASSIST meeting. Our scheduled meetings for the year are at 11:30 a.m. on the following days:

August 5th, 2015 at Denny's Restaurant 1416 W Expy 83, Weslaco, TX 78596 956-973-0550

November 4th, 2015 at Bass Pro Shop-101 Bass Pro Dr. Harlingen, TX 956-291-5200.

I would like to encourage everyone to participate in our meeting, call my office to add your concerns or topics to our agenda.

## ASSIST Members Visit the Capitol

Following a Legislative Luncheon in April, ASSIST Members walked the halls of the state capitol to meet with legislators.

These visits were a simple and effective way to bring attention to the issues that are most important to our industry, so that our elected officials can make better-informed decisions.



L-R:

Carl Weeks, Government Relations, DPS

Charles Kellis at the Capitol

Walt Roberts at the Legislative Luncheon.





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# Stay Focused Behind the Wheel

**H**ow many times have you been driving, heard the familiar ping of your phone notifying you that you received a text message, and then glanced down to read it? In the short time your eyes were off the road, your vehicle could have travelled the length of a football field.

Distracted driving has reached epidemic proportions. At any given daylight moment across America, approximately 660,000 drivers are using cell phones or manipulating electronic devices, according to the National Highway Traffic Safety Administration. Dialing, texting and other tasks associated with using electronic devices increase your risk of getting into a crash by three times. In 2013, 460 Texans died in crashes involving distracted driving.

Distractions fall into three broad categories:

- Manual distractions take your hands off the wheel.
- Visual distractions take your eyes off the road
- Cognitive distractions take your mind off the task at hand.

You can steer clear of all three types of distractions and their potentially fatal consequences if you follow these tips.

## PLAN YOUR TRIP

The planning process could include finding the safest route; setting your GPS; and adjusting your seat, mirrors and radio or music playlist. Your goal is to identify potential distractions in advance, and then take steps to minimize the risk.

## PRACTICE SAFE BEHAVIORS

Start by putting your cell phone down. If you have to read a text message, or make or receive a call, pull over to a safe place.

That goes for hands-free devices, too. Studies show they are no safer than hand-held devices.

And remember that while cell phones get the bulk of attention when it comes to distracted driving, they are not the only risk. Avoid eating, combing your hair, putting on makeup and anything else that takes your eyes off the road or your hands off the wheel.

## FOCUS ON THE TASK AT HAND

When you are operating a vehicle, driving is your most important job. You can decrease cognitive distractions by keeping conversation light, avoiding driving when you are angry or upset, making sure you are well-rested, listening to soothing music and giving aggressive drivers plenty of space.



Woody Hill is vice president of safety services at Texas Mutual Insurance Company.

Eligible ASSIST members can earn workers' compensation discounts by enrolling in the Texas Mutual/ASSIST safety group. For more information, ask your agent or visit [texasmutual.com](http://texasmutual.com).

# ASSIST Elections in October at Annual Meeting

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This is an election year. Below is the section of the bylaws that refer to the Officer positions. A nomination committee is being formed and you may submit your nominations to the committee via an email to one of the members or to **[executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org)**.

Additionally, nominations for all officers except the President may be made from the floor at the annual meeting in October. You must be present to vote. There is no provision for electronic voting.



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## ARTICLE VII. OFFICERS

SEC. 1 The state officers elected by the membership of this Association shall be a President, Executive Vice President, Vice President, Treasurer, Secretary, and Regional Coordinator, all to be elected at the Annual Meeting of the Association on Legislative session years and to serve until their successors have been duly elected and assume office.

The local Regional Officers elected by the membership of this Association shall be elected in the month preceding the Annual Meeting of the Association on Legislative session years and to serve until their successors have been duly elected and assume office.

SEC. 2 Officers Elected by the Board of Directors: The office of Past President may be filled only by the immediate Past President at the discretion of the Board of Directors at their first called Board meeting.

SEC. 3 Qualifications for State Office: Any voting member in good standing for at least twelve (12) consecutive months shall be eligible for nomination and election to any state elective office.

SEC. 4 Nomination and Election of Officers: The Nominating Committee's slate of officers shall be mailed, emailed and/or posted on the ASSIST Website to the membership by August 1st in advance of the Annual Meeting. Any person so nominated shall have given his/her prior

consent to nomination and election as any officer. Additional nominations may be made from the floor for any office except the office of President.

SEC. 5 Term of Office: Each elected State Officer shall take office immediately upon election and shall serve for a term of two (2) years or until his/her successor is duly elected and qualified. Each elected State Officer shall serve as a member of the Board of Directors.

Each elected local Regional Officer shall take office immediately upon election and shall serve a term of two (2) years or until his/her successor is duly elected and qualified. The President of each local region shall serve as a member of the Board of Directors.

SEC. 6 Vacancies – Removal: Vacancies in any elective office may be filled for the balance of the term thereof with the recommendation of one or more persons by the President and the approval by the Board of Directors at any regular or special meeting. The Board of Directors, at its discretion, by a two-thirds vote of all its members present, may remove any officer from office for cause.

## ARTICLE VIII. DUTIES OF OFFICERS

SEC. 1 PRESIDENT: The President shall be the chief executive officer of the Association and shall have supervision, direction, and control of the business and affairs of the Association and shall supervise and direct the disbursement



of funds of the Association at the state level. The President shall initialize each Agenda and the State Convention Agenda for any and all state meetings that include the Board of Directors or ASSIST members. The President shall meet with as many regions as necessary during the term, but not less than one visit annually to each region. The President shall encourage the Board of Directors, ASSIST members and the Security Profession to continually improve the security profession and be proactive at all times. The President shall be responsible for promoting the goodwill of the Association and maintaining a favorable liaison with the state licensing agency. The President shall preside at all state meetings and shall be a non-voting member of all standing committees and appointed committees, and shall have such other powers and duties as may be prescribed by the Board of Directors or by these By-Laws.

**SEC. 2 EXECUTIVE VICE PRESIDENT:** The Executive Vice President shall succeed to the Presidency in the event of death, resignation, or permanent incapacity of the President. She/he shall chair the Legislative Committee. The Executive Vice President shall perform other duties as are assigned by the Board of Directors.

**SEC. 3 VICE PRESIDENT:** There shall be one (1) Vice President who shall be responsible for parliamentary procedures at all meetings. The Vice President shall chair the Convention Committee. The Vice President shall vice-chair the Legislative Committee. The Vice President will coordinate the convention at the State level. The Vice President shall perform other duties as are assigned by the Board of Directors.

**SEC. 4 TREASURER:** The Treasurer shall be in charge of the Association funds at the state level and financial records, keeping up to date records on all accounts receivables and payables. She/he shall reconcile monthly bank statements, transfer funds to appropriate accounts, receive membership dues received from online payment services, prepare and present financial statements to the State Board, and maintain control over due notices as per Article V of these By-Laws. Upon receipt of dues, the Treasurer shall send membership information to the Membership Services Director on a weekly basis. She/he shall gather all necessary information (including documentation from each regional treasurer) for yearend taxes and send to accountant no later than March 1st each year. At the end of each fiscal year, the Treasurer shall prepare an annual report. The Treasurer shall maintain records and distribute funds paid through the online payment service. At the expiration of the term of office, he/she shall deliver to his/her successor all books, money, and other property in his/her charge, or in the absence of a successor, he/she shall deliver such properties to the President. An Audit may be called for by the Board of directors. The Treasurer shall perform other duties as are assigned by the Board of Directors.

**SEC. 5 SECRETARY:** The Secretary shall be responsible for the proper and legal mailing of all notices to members. The Secretary shall see to the proper recording of proceedings of meetings of the Association's Board of Directors and all committees; and carry into execution all orders, votes and resolutions, not otherwise committed. The draft report will be sent to each Board of Director within fourteen (14) days of the meeting and thirty (30) days after the meeting a final copy will be sent to each Board of Director. The Secretary shall be prepared to read the minutes from the prior meeting for acceptance. The Secretary shall maintain the official minutes of all Board of Directors and Business Meetings. The Secretary shall keep the seal of the Association and perform other duties as assigned by the Board of Directors.

**SEC. 6 THE REGIONAL COORDINATOR:** The Regional Coordinator will present to the Board proposed new region locations and assist regional officers in conforming to the standards of the Association, and have the responsibility of overseeing all regions by periodically monitoring attendance, and continuing education for the purpose of improving attendance, and C.E., to assist the Regional Presidents as direct coordinator and liaison in problems they may have or for improvement of the Regions. The Regional Coordinator should attempt to visit each region at least once during the term of election.

**SEC. 7 PAST PRESIDENT:** The Past President, if elected by the Board of Directors, shall be available for council and advice to the President. She/he shall if needed, chair any special, high profile committee. She/he shall perform other duties as assigned by the Board of Directors.

**SEC. 8** A Board Member cannot enter into any contract or agreement on behalf of the Association without previously providing copies to all Board of Directors and then approved. No Board Member shall have the authority to disburse any of the Association's funds, other than normal operating expenses, greater than twenty-five hundred dollars (\$2,500.00). The ASSIST Regional Board of Directors will have sole discretion and responsibility of the disbursement of their regions monies. The Regions money must be spent on ASSIST operating costs, Official ASSIST Business or donations to other non-profit organizations with amounts not greater than twenty-five hundred dollars (\$2,500.00).

**SEC. 9** Any Board member must recues him or herself from discussion and voting when they have a conflict of interest either financial, customer driven, vendor based or monetary.

## **ARTICLE IX. BOARD OF DIRECTORS**

**SEC. 1 Authority and Responsibility:** The governing body of this Association shall be the Board of Directors. The Board of Directors shall determine the policies of the Association

and shall actively prosecute its objectives and review and approve the disbursement of its funds other than normal operating expenses. The Board may adopt such rules and regulations for the conduct of its business as shall be deemed advisable.

**SEC. 2 Composition:** The Board of Directors shall consist of the President, Executive Vice President, Vice President, Treasurer, Secretary, Regional Coordinator, Past President (if elected by the Board of Directors), plus the President from each formally affiliated Local Region or his/her designee.

**SEC. 3 Manner of Election and Term:** Local Regions will hold elections in the third quarter of the legislative session year in order that they be installed and begin serving their two-year term of office after completion of state board elections.

**SEC. 4 Quorum of the Board:** At any meeting of the Board of Directors no less than 51% of the members of the Board shall constitute a quorum for the transaction of the business of the Association and any such business thus transacted shall be valid providing it is affirmatively passed upon by a majority of those present.

**SEC. 5 Meeting of the Board:** A regular meeting of the Board of Directors shall be held no less than three (3) times during each administrative year at such time and at such place

as the Board may describe. Notice of all such meetings shall be given to the Directors not less than ten (10) days before the meeting is held. Special Meetings of the Board may be called by the President or at the request of any three (3) Directors, by notice mailed, emailed, telephoned, or faxed to each member of the Board of Directors not less than twenty-four (24) hours before the meeting is held. Conference call meetings shall be allowed. In the event a vote is called, votes will be tallied by the secretary and the President and announced by the President.

**SEC. 6 Voting rights of a Director** shall not be delegated to another nor exercised by proxy.

**SEC. 7 Absence:** Any elected Officer or Director who shall have been absent from two (2) consecutive regular meetings of the Board of Directors during a single administrative year shall automatically vacate the seat on the Board of Directors and the vacancy shall be filled as provided by the By-Laws; however, the Board of Directors shall consider each absence of an elected Officer or Director as a separate circumstance and may expressly waive such absence by affirmative vote of a majority of its members.

**SEC. 8 Compensation:** The Board of Directors shall not receive any compensation for their services. Reimbursement may be made for actual travel expenses and other expenses, as approved by the Board of Directors.

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Two men are shown in a photo on the right. The man on the left is wearing a green polo shirt with the DFA logo. The man on the right is wearing a dark blue polo shirt with the DFA logo.



# ASSIST MEMBER BENEFIT

## Accidental Death and Dismemberment Coverage

If you are interested in providing benefits for your employees, ASSIST has a very cost effective program for you. Take advantage of our group rates for the Accidental Death and Dismemberment.

Employers can pay on a monthly basis by providing \$2 per employee each month. You can payroll deduct the money or provide it as an employer paid benefit. Send the money to ASSIST on a monthly basis and provide us with a spreadsheet with that months employees.

Individuals may join and receive Associate Member status to ASSIST for \$25 per year.

Below is an overview of the program. Contact [executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org) for additional details.

### A.S.S.I.S.T. Group Accident Insurance Policy

**Carrier** – National Union Fire Insurance Company      **Policy Number** – SRG 0009115409B

**Effective Dates** – August 14, 2014 – 2015      **Limit of Insurance** - \$20,000

**Policy Rate** - \$2.00 per month per employee or \$25.00 per individual

**Description** - If you're in a serious accident, you could lose your income. That could add financial hardship to your emotional distress. Group AD&D insurance through ASSIST helps protect against the loss of life or certain bodily injuries resulting from covered accidents. AD&D insurance benefits are paid in addition to life insurance benefits or workers' compensation benefits.

#### Benefits (Summary Only – Refer to Policy for Complete Details)

- If injury to Insured Person results in death within 365 days of the date of the accident that caused the injury, benefits are paid in full
- If injury to the Insured Person results in loss described below within 365 days of the date of the accident, benefits are paid as follows:
  - o Loss of Both Hands or Feet ..... 100%
  - o Loss of Sight of Both Eyes ..... 100%
  - o Loss of One Hand and One Foot ..... 100%
  - o Loss of One Hand and the Sight of One Eye... 100%
  - o Loss of One Foot and the Sight of One Eye .... 100%
  - o Loss of One Hand or One Foot ..... 50%
  - o Loss of Sight of One Eye ..... 50%
- Company will pay an additional \$5,000 benefit to any Insured Person when losses are a direct result of a "Felonious Assault"
- If injury to the Insured Person results in paralysis described below within 365 days of the date of the accident, benefits are paid as follows:
  - o Quadriplegia ..... 100%
  - o Paraplegia ..... 75%
  - o Hemiplegia ..... 50%
- Exclusions (Summary Only – Refer to Policy for Complete Details)
- Policy will not pay benefits to any Insured Person for injuries caused by, but not limited to, the following:
  - o Suicide or any attempt at suicide or intentionally self-inflicted injury
  - o Declared or undeclared war
  - o Full-time active duty in the armed forces
  - o Being under the influence of drugs unless under the direction of a Physician
  - o Medical or surgical treatment of sickness
  - o Stroke or cerebrovascular accident or event
- Claims Procedure – Written notice of any injury must be given to the Company within 20 days of Injury. Please refer to policy for complete claims details and reporting information.

# Ray Canedy Security & Investigations

Ray Canedy Security was established in January 1982 by Ray Canedy and myself, Mary Canedy Seigler in Wichita Falls, Texas.

From the time we married in June 1976, it had been Ray's desire to own his own security company. Ray had such a passion for his dream, it was very easy for me to be willing to do whatever it took to help him achieve that dream. Working side by side with him was always a time of fun and laughter, even when we were exhausted and times were hard. He had such a positive and happy outlook on life that it was contagious. I was working full time in the medical field as a Histology Technologist. In order to gain the experience he needed to get a license for our company, he spent the next five years working for several different security companies, learning the different areas of private security and investigations that he wanted to be licensed to do. He also worked part time as a barber just to help make ends meet while gaining his security experience.

We had little to no start up cash, so we had to work many hours to make our business grow. We landed our first full time contract in May 1982. Ray worked every day for a month on that job until we got our first check. Then he hired our first employee. I continued to work full time at the hospital and I worked weekends as a guard to give our employee two days off while Ray worked our second full time contract every day for the next month until we were paid. Then we hired two more employees so Ray could work our third full time contract for another month. That cycle continued for two years.

I continued to work full time in the medical field to support our family, filled in as a guard when I had to, prepared the schedule, kept the books, did the billing and payroll, kept up with compliance issues with the State and prepared our contracts. Ray could sell anything, so he kept me very busy. By the end of two years we had more than 30 employees. Our clients included apartment complexes, automobile dealerships, a bank, a warehouse and an industrial site. All of this was done without borrowing any money for the business, but neither of us took a paycheck from the business for more than 3 years. All of our personal living expenses were paid for by my job in the medical field.



Ray was not happy unless he had something to challenge him. After we got the guard business off the ground, he decided to start the patrol division in 1984. That is when our business began servicing many residential accounts as well as businesses. In 1986, I agreed to 'temporarily' quit my full time job in the medical field to devote my time to our quickly growing business. We took our first business loan when we bought additional patrol vehicles, rented our first office and purchased our first armored truck to begin providing cash services to many banks and businesses in Wichita Falls. By 1987, we employed more than 70 people.

In 1988, many of the banks began to fail due to poor economic conditions in our country. Overnight, our company lost 522 guard hours every week when a bank that was our largest client was taken over by the FDIC. Needless to say, this loss caused very serious financial problems for our company. We went into survival mode. For the first and only time, we were forced to lay off about 20 people. I knocked doors and sold more patrol service. I used my contacts in the medical field to start a medical courier service and we signed a contract with a couple of banks to begin servicing, replenishing and balancing ATMS. We did most of these new jobs ourselves, keeping our payroll as low as possible. I returned to the medical field part time. We both worked extremely long days for the next few years just to survive and pay off our debt, and we did! By 1994, we had been able to pick up enough business that we once again employed about 65 people.

Looking for yet another challenge, on June 16, 1994, Ray hired his longtime friend, Jim Seigler to develop



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the alarm division in our company. This addition to our business was a very positive move, creating growth and many new opportunities for Ray Cannedy Security.

December 16, 1994, was the saddest, most difficult and emotional day for me, our employees and our customers because Ray Cannedy passed away. It was only through my faith and the tremendous support that I received from our amazing employees that I was able to pass the manager's test within the specified time to keep our business open. We had been so blessed to have been able to hire the best people in the industry to work with us, so I felt responsible to keep each of them employed and to keep the dream alive that Ray and I had shared when we started our business 13 years earlier. I was determined to keep Ray's name and our business alive with the help of our employees.

Ray's death brought about so many changes and challenges not only in my personal life and my family life, but it brought so many changes to our business. Since I had been involved in the business and I had worked side by side with Ray from day one, I had a good understanding of what it took to manage our physical security side of the business. However, since our electronic division was only 6 months old, I seriously considered closing it. Many of my close friends encouraged me to not make any major changes for at least a year, so I decided to wait.

I have always believed that you cannot teach what you don't know and you can't lead where you don't go, so I set out to learn the electronic business first hand. To the surprise of my entire staff, I dressed in jeans and a t-shirt every morning and went to work as an installer until noon each day for several months. I took every class I could find to educate myself about a portion of our business that I knew little about. Knowing that employees sometimes come and go, I knew that I could not be totally dependent on any employee for something as serious as our customer's home or business alarm system or fire alarm system. I had to know it for myself. Even though I'm pretty sure Jim Seigler thought I was a little crazy, he was very patient with me and he was a very good teacher as I picked his brain for every bit of information that I could learn from him.

Almost three years after Ray's death, Jim Seigler and I were married. Jim continued to grow the electronic division and while I managed the physical security side

of the business and helped him with the electronic division. Jim and I have worked side by side, as a married couple for almost 18 years. We have complemented each other's abilities and filled in areas of each other's weaknesses. He is not only my spouse, but my business partner and my most trusted friend. In 2013, we made the decision to sell the electronic division of our business due to Jim's declining health.

I was humbled and honored in January 2011 when Ray Cannedy Security was awarded the Better Business Torch Award for Market Place Excellence. Businesses from 16 counties in North Texas were considered for this award so it was quite an honor and a very pleasant surprise when it was awarded to my company.

Like most other security companies, I could write a book about some of the crazy things that have happened over the years. The most interesting, yet serious event was when a man dressed in a trench coat and a Ronald Reagan mask attempted to rob the bank while the guard was on duty. The guard was able to arrest him. Another scary and interesting event was when a man dressed in a Ninja outfit jumped from the top of a bank building, to try and rob someone making a night drop. He was surprised when his potential victim turned out to be a Cannedy armed guard that quickly arrested him.

Today, we continue to provide armed and unarmed guard service, patrol service, courier service, armored car service, coin rolling service and ATM sales, service, replenishment and balancing. Our customer base includes churches, colleges, banks, industrial sites, construction sites, retail establishments, private businesses, clinics, nursing homes, hospitals, apartment complexes, non-profit businesses, residential customers, special events and more. We have kept alive our Mission Statement that Ray and I based our business on in 1981. We believe the most important people in our business is our employees. We strive provide our clients with a sense of trust and peace of mind. We believe that it is better to take care of many small problems as they arise rather than wait until we have one big problem. But most of all, we believe that God is in control and blesses our business daily.

RAY CANNEDY SECURITY & INVESTIGATIONS  
TX License C03204

# “Tails” of Interquest Detection Canines of North Texas

by Brenda Hayes, [www.TopDogDFW.com](http://www.TopDogDFW.com)

In 1997 my husband, Matt Hayes, and I moved to the DFW area. Shortly thereafter, Matt’s job went away and we thought, “Oh, no, what now?” We prayed and considered some kind of a dog business but we knew nothing about dog businesses. We called a friend of a friend named Mike Ferdinand, who co-owned Interquest Detection Canines, and he offered us a chance to buy the first franchise of Interquest. We bravely stepped out and sank everything we had into getting this business up and running. We started out by learning everything we could about the dogs and how to operate this franchise. We wanted to make a difference in the lives that we touched!

I remember calling Houston Corporate Headquarters and telling them, “This dog is messed up.” They tried to straighten me out and help me realize that the problem was on my end of the leash. The long distance communication between us was very challenging, considering this was before cell phones. Through many calls and explanations the corporate office trainer eventually helped us. And suddenly we were actually working the dogs properly.

One day, Matt and I were at a public school when my dog alerted on a jacket in a school classroom. Matt’s dog hit on a purse in the library, and a third dog showed interest on a car in the parking lot - all belonging to the same

student. The student admitted to smoking pot on the way to school, and there was marijuana in her car and the same odor on her belongings. Since our dogs were trained to find even residual odors, my confidence soared! Soon we began picking up new clients by word of mouth. We rarely advertised, though Matt did a lot of cold calling on potential clients. That was fifteen years ago.



We started out with two dogs, then quickly needed three. Matt managed the dogs and I managed the schedule. More school districts hired us, but then one of them decided to buy their own dog. That was a pretty disappointing bump in the road, but we decided to focus on giving the customers we had the best service possible. We were determined to be the best canine detection company around through exceptional customer service, outstanding employees and fantastic canines. We learned through trial and error to select only 1 out of 100 for both canines and handlers. Before we knew it, we were up to four canine teams.

As our business grew, we realized that we (and our dogs) had outgrown our Arlington house which limited us to three dogs. We needed a much larger space with a big backyard. It took a long frustrating year of searching and praying before we found our perfect home, office, and kennel. We soon met our next-door neighbor, a young woman, Mindy, who loves dogs. When a position “just happened” to open up with two months left in the school year, we sat down at our kitchen table, and had a long talk with Mindy about how to maintain a good neighborly relationship and work together. That was in 2003. She is a true natural. Today, Mindy trains all our canines and supervises our handlers.

In 2002, I saw some sweet little girls selling lemonade down the street from our place. I stopped to buy some lemonade and while I was there I asked the kids if they would be interested in helping us keep the kennels clean. They were thrilled and so were we! Ashley, one of those little eight-year old girls grew up, graduated from high school in 2011 and transitioned right into being a dog handler. Today our



sweet girl works with our most stubborn dogs, as well as with our bomb dogs. Ashley grew from selling lemonade to handling explosive detection canines and more!

This family business has a way of growing the clan. In 2007, an amazing young woman, gave up her dream of being an FBI agent to work for us. Amy has helped us sharpen our canine teams and our business (paperwork!) skills. She currently handles our quality control. She was a Godsend with the quickness that she picked up on the dog handling skills as well as her perfection standards of paperwork. Her husband is now also helping us develop an electronic system to manage our business. Amy's family is making a difference in our family business.

Matt ran for public office as Justice of the Peace in 2009, and was successfully elected as a judge (another God story). By 2011, he turned the business over to me to run; it is 51% female owned. I have a Masters degree in Social Work but I had no formal business training and I was terrified. Nevertheless, I had worked alongside Matt and learned so much from him. I tried not to show my fear and took the reins. No sooner had I had gotten my feet on the ground when public school funding cuts began and we lost about 10% of our clients. Additionally, I got ill and had multiple surgeries in 2012-2013. Some days it was all I could do to make it to the office. Finally, I was feeling better and we buckled down and tightened our belts and made it through. Then our perseverance came through along with some innovative ideas. In 2014 we grew by 22.3%.

Over the years we have hired and retained exceptional people. Being selective in who we bring on is only a start; we train our people in-house with our policies and procedures in just 2 short weeks. We then work with them on an ongoing basis, continually tweaking to help them become both a better dog handler as well as focusing on customer service. We even came up with competitive games, where the handlers strive to achieve the most "paw points" - encouraging them to improve their paperwork and uniform appearance, etc. The winner gets a gift card at the end of each time period. This is just one of the things we do to make this a fun place to work and a place where the employees want to stay on with us.



As we bring people on board and see that they are willing to work hard and have that knack for dog handling; we also look to see what other gifts and talents they have. For instance, one handler is best at recruiting dogs for us. Some dogs are rescues; some are found on Craig's list and others just word of mouth, but all need jobs! We have other handlers who are loved by the customers, and they are great problem solvers. There are also handlers who are able to take borderline canine retirees and bring them back to life, and another is very competitive and keeps the others motivated. As they show us what talents they offer, we try to compensate and/or give title to those handlers. As we honor who they are, they are then glad to honor our enforceable non-compete clause.

Our office staff is the backbone of our success. One administrator, Sarah R., "mothers" everyone on the team and prays over our work while she does much of the marketing and correspondence for our company. Another administrator, Robbie, does the scheduling and detail work with our publications. My Matt, even though he is now a judge, still handles the bookwork and accounting.

In addition, he is my sound board to run new ideas by, ensuring that we achieve all we say we will.

Over the years, we have touched well over 150 school districts across the Dallas /Fort Worth Metroplex. In addition, we have assured Lockheed Martin, Bell Helicopter, Texas Instruments and many other industries of their safety after our canines cleared and secured their areas. We are the highly respected canine detection company that retrieves drugs, alcohol, guns, as well as explosives. A job applicant recently told us he sought us out because we are the best.

Team Interquest focuses on securing a safe environment, making a difference, and saving the lives and businesses we touch. We are on an amazing journey. God has assembled the most amazing team, and this team has heard me say that we are the best in the nation. I believe that God has a plan to help us have an impact on all of our clients, staff and families. The most amazing thing I have learned is that it all boils down to D.O.G. - Depend on God! He will get you through and help you rise to the top. Thanks to all of our customers, handlers and canines for their dedication to Interquest. It is an honor to work with you all!

# Goodson

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# DPS Fines for Private Security



ASSIST attends all Private Security Board meetings and keeps our members informed about changes in requirements for the security industry. The following are the current approved fines and fees. For additional information please go to the Texas Department of Public Safety website and click on the Private Security link on the homepage, or contact ASSIST at [executivedirector@assisttexas.org](mailto:executivedirector@assisttexas.org) or [help@assisttexas.org](mailto:help@assisttexas.org)

PRIVATE SECURITY VIOLATIONS		FINE	VIOLATION DESCRIPTION
<b>Company / Manager Violations</b>			
OPSL	Operating while license suspended	\$500 / 14 days	Failure to maintain current insurance
OPEL	Operating while license expired	\$500 / 14 days	Operating with an expired license
REG	Registration violation	\$200	Failure to register employee w/n 5 business days of employee beginning work
ADDR	Address change violation	\$350	Failure to notify PSB w/n 14 days of change of address
CON	Other Contract Violation	\$500	Licensee failure to provide written report w/n 7 days
DISP	Consumer sign Violation	\$100	Failure to display the consumer sign in a prominent place
POST	Failure to post license	\$100	Failure to post the license
CON	Other Contract Violation	\$500	Licensee failure to provide written contract w/n 7 days
ADV	Advertising violation	\$100	Failure to have company name as stated in Board records
ADV	Advertising violation	\$100	Failure to have company address as stated in Board records
ADV	Advertising violation	\$100	Failure to have license number as issued by the Board
PRNT	Fingerprint violation	\$250	Failure to obtain fingerprints prior to placing on post
BRNC	Failure to notify establishment of branch office	\$500	Failure to notify Board w/n 14 days of opening branch office
BRNT	Failure to notify closing of Branch Office	\$350	Failure to notify Board w/n 14 days of closing of branch office
CHNG	Failure to notify Board of Change of license name	\$500	Failure to notify Board of A change in Business name
FLAG	Business use of Flag of Texas	\$500	Licensee using the State Flag of Texas
MGRQ	Failure to Qualify a Manager	\$500 / 14 days	Failure to qualify a manager w/n 60 days
MGRS	Manager failing to control business	\$3,000	Manager failing to control business
MGRT	Failure to notify Board of manager Term w/n/14 days	\$500	Failure to notify Board of manager Term w/n/14 days
OPS	Failure to notify Board of a change of ownership	\$500 / 14 days	Failure to notify change of ownership w/n 14 days
SEAL	Using State Seal or DPS Seal	\$500	Using State Seal of Texas
<b>Uniform Violations</b>			
UNI - Uniform Violation		\$25	Failure to have last name identification on outermost garment
UNI - Uniform Violation		\$50	Failure to have the word "Security" on outermost garment
UNI - Uniform Violation		\$50	Failure to have company name on outermost garment
<b>Employee Records Violations</b>			
RECV	Employee records violation	\$25	Full name of employee
RECV	Employee records violation	\$25	Position of employee
RECV	Employee records violation	\$25	Current residence of the security officer as reported by security officer
RECV	Employee records violation	\$25	Date of employment when performing a regulated service
RECV	Employee records violation	\$25	Address of employee as reported by employee
RECV	Employee records violation	\$25	Social security number
RECV	Employee records violation	\$25	Last date of employment
RECV	Employee records violation	\$25	Date of birth
RECV	Employee records violation	\$25	Place of birth
RECV	Employee records violation	\$25	One color photograph
RECV	Employee records violation	\$100	Failure to keep employee records two years from termination
RECV	Employee records violation	\$50	Commission only - Current duty assignment and location
DT - RECV	Drug testing record violation	\$500 / quarter	Refusal to comply with drug testing rule
<b>Pocket Card Violations</b>			
FPPC	Failure to present pocket card	\$100	Failure to present pocket card upon request
PCV	Pocket card violation	\$50	Failure to have a color photograph affixed to the pocket card
PCV	Pocket card violation	\$25	Failure to have signature on the back of the pocket card

REV 02/01/12

Source: Department of Safety website: [www.txdps.state.tx.us](http://www.txdps.state.tx.us)



Photo by Todd Kapke

## See the Sights While You're In Austin for the Convention

**While you're in town for the ASSIST Convention, here are just a few suggestions of attractions and activities that Austin has to offer.**

### Zilker Park and Barton Springs

Zilker Park sits just across Lady Bird Lake (formerly known as Town Lake) from Austin's skyline making it the perfect metropolitan park. Locals and visitors enjoy 351 acres of land dedicated to running, jogging, biking, swimming, kayaking and many other outdoor activities. The park features trails, gardens, volleyball courts, natural springs, swimming area, and many more amenities.



Photo by Austin Convention & Visitors Bureau

### South Congress

This hip area of town (sometimes shortened to SoCo) features an array of eclectic shops, restaurants, boutiques, antiques, music venues and galleries. Every first Thursday of the month, stores remain open until 10pm.



Photo by Matthew Oliphant



Photo by Denise Chambers





Photo by Austin Convention & Visitors Bureau

## See the Congress Street Bats

Every summer night, hundreds of people gather to see the world's largest urban bat colony emerge from under the Congress Avenue Bridge in downtown Austin. The Mexican free-tailed bats migrate each spring from central Mexico to roost in the crevices under the bridge. Most of the colony is female, and in early June each one gives birth to a single baby bat, called a pup. On the nightly flights out from under the bridge, the Austin bats eat from 10,000 to 20,000 pounds of insects, including agricultural pests.



Photos by Austin Convention & Visitors Bureau

## Live Music on Sixth Street and Beyond

Austin has earned its reputation as the "Live Music Capital of the World." Any night of the week you can catch local and national acts playing at the many venues throughout the city. Sixth Street is lined with bars featuring live music of every genre. On a weekend night you can stroll around downtown, or even just drive through with the windows down, and hear many different types of music floating through the air.



Photo by Bullock Texas State History Museum



Photo by LBJ Presidential Library

### Texas State History Museum

1800 N. Congress Avenue  
[www.thestoryoftexas.com](http://www.thestoryoftexas.com)

Features three floors of dynamic exhibits, a special effects Texas Spirit Theater, museum store and café. Also features Austin's only IMAX theater.

### LBJ Presidential Library

2313 Red River St.  
[www.lbjlibrary.org](http://www.lbjlibrary.org)

The exhibits chronicle the political life and times of LBJ. Explore six decades of American history and how the Johnsons fit into those times.



## Associated Security Services and Investigators of the State of Texas (ASSIST)

### 2015 Security Convention

September 30-October 3, 2015

#### Omni Austin at Southpark

4140 Governors Row  
Austin, Texas 78744  
[www.omnihotels.com](http://www.omnihotels.com)  
512-448-2222

Before 9/9/2015 for Special ASSIST Rate  
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**Costanza Insurance** 800-346-0942  
**DFA Insurance** 214-646-3347

**On Guard Apparel** 800-349-5877  
**Guardian 8** 480-426-1005  
**Kwantek** 888-592-6835

### Sponsorship Levels

#### Platinum: \$3000-\$5000

Website Ad—3 months  
Banner Ad @ convention  
Dinner or Lunch Sponsor

#### Gold: \$2000-\$3000

Golf or Shooting Sponsor  
Banner @ convention  
Name on Trophy

#### Silver: \$1000-\$2000

Ad in Convention email  
1 Sponsored Activity w/ sign

#### Bronze: \$500-\$1000

Ad in Convention Program  
Booth or Hospitality Sponsor

### *Growing your business*

*This convention is packed full of new techniques to grow your security business. You will walk away with a better understanding of what it takes to be successful.*

*Our classes will focus on Marketing and Sales Techniques, Service Quality, and much more.*

*DON'T miss the opportunity of a lifetime.*

**Register TODAY.**

For questions please email  
Denise Nicholson at  
[denise@prosecuritygroup.com](mailto:denise@prosecuritygroup.com) or  
[treasurer@assisttexas.org](mailto:treasurer@assisttexas.org)  
Office 254-753-7766 or cell 254-379-0047





# Associated Security Services and Investigators of the State of Texas (ASSIST)

## 2015 Security Convention

September 30-October 3, 2015

## SCHEDULE OF EVENTS

### Wednesday, Sept. 30, 2015

3p-7p: Registration

7p-1a: Hospitality Suite Open

### Thursday October 1, 2015

8a-3p Golf & Shooting Tournament

9a-3p Vendor set-up

4p Welcome Reception

4pm-7p Vendor Appreciation

7p-12a Casino

### Friday October 2, 2015

8a-830a: Opening Remarks

830a-330a: Classes

1130a-130p VIP Lunch

33p-6p: Vendor Hours (Prizes)

7p-1a: Presidents Banquet

9p-1a Hospitality Suite

**10a-4p: Special Spouses Trip**

### Saturday October 3, 2015

8a-12p Classes

12p-3p Annual Meeting and Lunch

7p-1a Hospitality Suite

**Register online at:**

**[www.assisttexas.org](http://www.assisttexas.org)**

**Or Mail form to**

**ATTN: Denise Nicholson**

**PO Box 868, Lorena, Texas 76655**

### REGISTRATION INFORMATION

**Attendee Name:** \_\_\_\_\_ **SS# (CEU's only):** \_\_\_\_\_ **Lis#:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_ **PH#:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City, State, Zip:** \_\_\_\_\_

**Email:** \_\_\_\_\_ ☐ Member ☐ NON-Member ☐ Vendor

MEMBER	Price	VENDOR	Price	SPONSORSHIP	Price
Before 9-1-15—\$200	_____	Member		Bronze \$500	_____
After 9-1-15—\$250	_____	Before 9-1-15—\$325	_____	Silver \$1000-\$2000	_____
		After 9-1-15—\$375	_____	Gold \$2000- \$3000	_____
NON-MEMBER		VENDOR NON-MEMBER		Platinum \$3000-\$5000	_____
Before 9-1-15—\$300	_____	Before 9-1-15—\$425	_____	Golf Tournament	_____
After 9-1-15—\$350	_____	After 9-1-15—\$475	_____	Golf Hole \$100	_____
		Electricity—\$50	_____	Shooting Competition	_____
<b>GUEST—\$75</b>	_____	<b>Golf Competition—\$85</b>	<b>\$ _____</b>	Other	_____
First Name: _____		After 9-1-15- \$100	<b>\$ _____</b>		
Last Name: _____		<b>Shooting Tournament-\$85</b>	<b>\$ _____</b>		
		After 9-1-15- \$100	<b>\$ _____</b>		
				<b>TOTAL: \$ _____</b>	

"Cancellation Policy: Refunds, less a \$50.00 processing fee, will be granted if requested in writing and received prior to September 10, 2015. After September 10, 2015 no refunds will be made, however a substitute can attend. ASSIST reserves the right to substitute instructors and make necessary modifications to the program/agenda."

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at [securityspecialist@cia-tx.com](mailto:securityspecialist@cia-tx.com)



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