



[www.safetysystems.net](http://www.safetysystems.net)

---

**A Quarterly Newsletter from Safety Systems, Inc.**

---

**Fall 2021**

## **WE ARE MODERNIZING!**

For the past several years, we have been researching software to modernize how we document time and materials used on service calls, installations and inspections. For fifty-four years we have used paper forms that our techs turn in at the end of the day. Those forms then take a journey through various stops before ultimately getting scanned into our electronic filing system.

We've become experts at deciphering less than stellar penmanship, and figured out ways to fill in the missing information when a service ticket is missing either a start or end time. We realized we are spending a lot of time verifying paperwork, and as a result it isn't always a timely process — particularly when paperwork is misplaced or not turned in when it should be.

After a lot of research, we selected a software program that all of our staff are now getting certified on, which greatly simplifies our old paperwork process. This software allows our office staff and monitoring center operators to create a service ticket from their workstation, and either assign it to a technician or put it into a pool for assignment. Our techs now have apps on their phone that allow them to open the job, document their time, any materials used, and if any follow up is required, they can attach photos, documents or voice memos to clarify exactly what is needed.

We've transferred our customer locations and parts data into the app, and we are all working on learning the capabilities of the software. One of the new features is that we can let a customer know as soon as we are enroute to their location, along with an estimated time of arrival. More information is usually a good thing, and since the communications are via email, our operators may ask you for an email address when setting up a service ticket.

One of the biggest improvements will be in our internal communications. Now, when a service call is completed, it will appear in our software as completed, and not have to take a long journey around the office. Having additional supporting information, such as pictures, helps with accuracy when replacement parts need to be ordered. Please

bear with us as we learn a new way of doing things, but we believe it will be a big improvement!

## **“QUARTERLY QUOTATION”**

“Programming today is a race between software engineers striving to build bigger and better idiot-proof programs, and the Universe trying to produce bigger and better idiots. So far the Universe is winning” – Rick Cook

## **CELL COMMUNICATOR UPGRADES**

We are focusing on completing the upgrade of existing cellular communicators this year. AT&T has announced their intention to discontinue 3G service in February, 2022 and Verizon in December, 2022. Since the bulk of communicators are on the AT&T network, the delayed transition from Verizon doesn't help us much. As we expected, we are now seeing isolated areas where the existing 3G communicator stops communicating, but the new LTE communicator works just fine. Val Kelley from our office is contacting customers to make arrangements to upgrade the soon to be obsolete communicators. We are on track to complete 95% of the communicators by October 29<sup>th</sup> of this year, but we will need to upgrade all of the 3G units to maintain communications once the phone carriers remove the 3G equipment from their towers.

## **PHONE LINE CHANGES/CANCELS**

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

# ACTIVITY STATS

*Our central station alarm activity for April, May and June is as follows:*

- **Burglaries:**
  - Commercial..... 0
  - School..... 1
  - Church..... 0
  - Residential..... 0
- **Holdups:**
  - Commercial..... 0
  - Financial Institution..... 0
- **Fires:**
  - Commercial..... 1
  - Multifamily Residential..... 0
- **Individuals apprehended..... 0**
- **Fire Injuries..... 0**

# COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

### Administration:

Jodi Decker, CEO (517) 782-9541  
jodidecker@safetysystems.net

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

### Monitoring Center:

Sandra Weaver, Manager (517) 782-5980  
sandyweaver@safetysystems.net

### Technical Services:

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

Angie Mohr, Scheduling (517) 782-5948  
angelamohr@safetysystems.net

### Adrian Area Service:

Jim Faulk (517) 263-9100  
jimfaulk@safetysystems.net

### Lansing Area Service:

Steve Pierce (517) 484-3072  
stevepierce@safetysystems.net

### Fire Alarm Systems Testing:

Kurt Scott, Manager (517) 782-5941  
kurtscott@safetysystems.net

### Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517) 782-5946  
jeffcattell@safetysystems.net

### Customer Service and Sales:

**Toll Free: (800) 283-3659**

Val Kelley, Sales Coordinator (517) 782-5940  
valkelley@safetysystems.net

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

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

Joel Fisher - Jackson (517) 998-0250  
joelfisher@safetysystems.net

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

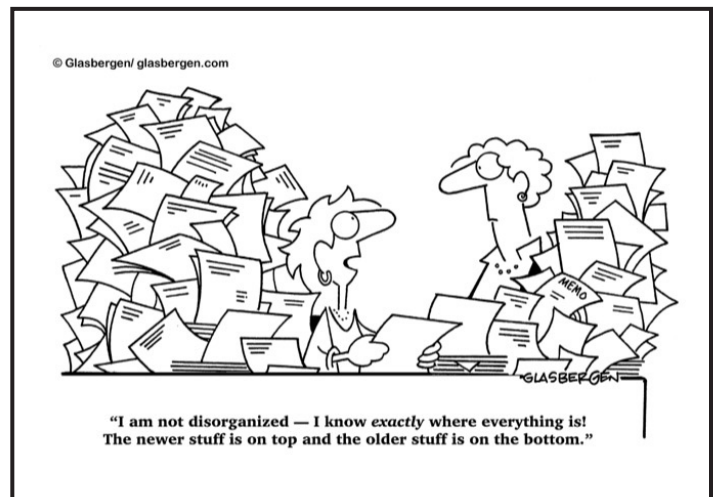
Jim Walsh - Toledo/Adrian (419) 887-5810  
jimwalsh@safetysystems.net

### Accounting:

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

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

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



Newsletter editor: Dan Decker