

THE SENTINEL

A Newsletter from Dial One

Volume 7, Number 3

Winter 1999

Dear Readers,

We are pleased to present the holiday issue of *Sentinel*. We created this newsletter six years ago to keep you informed of important safety and security issues.



John Lindberg, President

In this issue, you will learn how to update your security system and you'll receive pertinent information regarding the latest local crime statistics. On Page 3, Randy Johnson offers some advice about testing your security system. This issue also includes a new Employee Spotlight, featuring Dial One employee Rob Singer.

Dial One is proud to have been serving the Tri-state since 1979, specializing in security systems, fire alarms, closed-circuit camera systems and card access control systems for residential and business customers.

If you have any comments about this newsletter or suggestions about topics you would like to see covered, please call me at (513) 527-4400.

Sincerely,

John Lindberg

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LOCAL CRIME STATISTICS GIVE POSITIVE OUTLOOK

Cincinnati residents have reason to take pride in the safety of their neighborhoods after recent reports from the Cincinnati Police Division have indicated that the number of homicides and violent crimes are the lowest they've been in several years.

Crimes classified as violent crimes, which include murder, rape, robbery and aggravated assault, were down 9.9 percent in 1998. More specifically, murders decreased from 40 in 1997 to 25 in 1998, a 37.5 percent drop. Police indicated that 1998 was the lowest year for murders in recent history, compared only to 1960 when there were 26 murders, and 1954 when 25 murders occurred. As of August 1999, the Cincinnati Police Division had reported 19 murders.

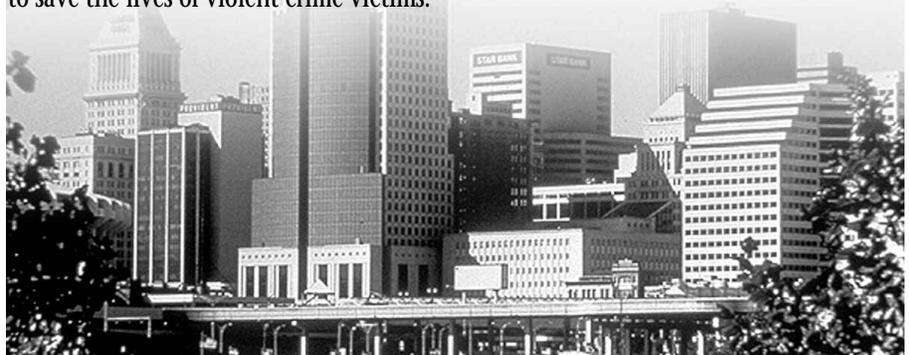
In a recent article by the *Cincinnati Post*, local and national experts cited factors behind this decrease in violent crime. Nationally, a record number of convicted criminals are being held in state prisons, keeping them from committing any additional crimes. In the Tri-state area, local officials attribute the crime decrease to high-visibility, community-oriented policing and the ability of local hospitals to save the lives of violent crime victims.

Advances in technology bring hope for an even safer 2000. Criminal analysis tools, including computerized fingerprint databases, provide investigators with detailed tracing capabilities. Police also can utilize high-tech tracking systems to monitor specific high-crime locations, and as a result, increase patrols.

Cincinnati residents also can play a part in crime prevention in their neighborhoods. Residents can utilize the Greater Cincinnati/Northern Kentucky chapter of Crime Stoppers, a tax-exempt, nonprofit organization where cash is given in exchange for information about a crime. Police officers staff a telephone hotline where callers can safely and anonymously report the crime. After an arrest is made, a monetary reward is given to the initial caller. Crime Stoppers has a 97.7 percent conviction rate.

Sources:

- Cincinnati Police Division - Crime Report, January 26, 1999
- *The Cincinnati Post*, August 30, 1999



Updating Alarm System Ensures Safety

As the lifestyle of a security system owner changes, so do their security needs. Updating your security system helps assure that it will be convenient to use and will continue to protect your home or business effectively.

Lifestyle changes such as a new child, new pets or a remodeling project can alter day-to-day routines, thus increasing the need for a versatile, updated system. Updating your system can allow you to add "zones" to your current plan, targeting doorways, windows or steps that had not been previously monitored. In addition, updated systems offer wireless medical buttons for elderly persons living alone. Newer systems also can be programmed to send a weekly test to the central station, ensuring consistency and alleviating unnecessary problems.

In addition to updating your system, you should remember to keep the central station informed of your emergency contact information. The central station should be alerted whenever emergency contact names or phone numbers change. Always remember to include your digital pager, voice pager and cellular numbers on this list.

If you are interested in updating your system, please contact a Dial One representative. Dial One has a professional, well-trained staff available to help you make decisions regarding if and when your system should be updated. We provide this service at no cost to our customers.

Please contact Dial One at (513) 527-4400 if you have any questions regarding the status of your system.

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Dial One Announces New Vice President

Dial One General Electronic Security, Inc. is proud to announce its new vice president, Dennis Toon. An employee of Dial One for more than 10 years, Dennis will take on new responsibilities in the areas of hiring and interviewing and will be more involved in the overall financial picture of Dial One.

"I look forward to taking on new challenges with my job," Dennis said. "As the company grows, we'll have the capability to handle larger projects. Having the opportunity to manage these is exciting."

Dennis joined the Dial One family in 1989 as a service technician.



Since then, he has served as a project manager and as a member of the Dial One sales force.

Most recently, Dennis served as a sales manager for Dial One.

"In my new role, I will have increased involvement with the growth and success of Dial One," said Dennis. "The company is experiencing a great deal of expansion and I look forward to contributing to that positive trend."

In his spare time, Dennis enjoys boating and taking care of his own antique boat. He also remains

active with camping and travel. Dennis currently resides in Clifton with his wife and daughter. They are looking forward to the birth of their second child in the next few months.

Protecting Your Home During the Holidays

The holiday season is nearly here, and burglars know this is the prime season to break into people's homes. If you're leaving town for the holidays, don't forget to have neighbors take in mail or shovel snowy driveways to make it look like someone is home. Putting indoor and outdoor lights on timers will serve the same purpose.

Here are some tips from the National Burglar and Fire Alarm Associations (NBFAA) that will help you fend off burglars:

- Alert your security company when you're traveling and provide phone numbers so they can contact you in an emergency.
- Test your security system. Make certain it works.

- Check all locks before you leave. Nearly half of all burglars enter through an unlocked door.
- Trim trees and hedges. This gives burglars fewer places to hide.
- Replace burned-out outdoor lights immediately. Burglars usually target homes with poor outdoor lighting.
- Avoid keeping large amounts of cash and jewelry in your home.

Contact Dial One at (513) 527-4400 if you have any questions or need more information about your security system.

If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

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Randy's Reminder

Security system owners should try to test their systems at least twice a year. Most manufacturers of security products recommend that testing be done weekly, but with the busy lifestyles of most system owners today, this can prove to be impossible. Taking a few minutes to conduct a quick test every six months will ensure that your system is operating correctly. If any problems do turn up, there will be time to have them corrected before vacations or unexpected out-of-town trips.

To test your system, simply follow the procedures below:

1. Call the central station (if your system is monitored) and tell the operator that you would like to test your system. The operator will ask you for your password and/or account number and for the length of time you would like your system to be in test mode.
2. Turn your system on as if you were leaving and then open a protected door or window after your delay time has run out.
3. Once your siren begins to sound, wait about 30 - 45 seconds before turning the system off.
4. Call the central station back to verify that they received notice of your alarm test. When testing, try to check as many monitored entrances as possible. You do not need to test for the entire amount of time you have been allotted by the central station. The system can be taken out of test mode at any time by calling them back. Smoke and heat detectors also can be tested at this time. The testing procedures vary depending on the model, so follow the manufacturer's recommendations or call Dial One for the proper procedure.

We also recommend that you have Dial One perform a full system test for you. We test every device and the additional functions of your system. If you have any questions about testing or would like a full test performed on your system, please contact us at (513) 527-4400.



Burglary Blunders

Co. 1999 "News of the Weird," Universal Press Syndicate

LEAST COMPETENT CRIMINALS

Jeremy E. Bennett and three juveniles were arrested in Waynesboro, Va., in February and charged with burglary after allegedly throwing a bowling ball through a store window to gain entry. Police knew who to look for because the gang left behind the bowling ball, which had the name of one of the juveniles engraved on it. And in Waskom, Texas, Sam F. Stewart was arrested after he had broken into a van housed in a residential garage and then inadvertently activated the electric locks while trying to start the car. As he hit various controls in an attempt to get out of the car, he awoke the owners. Stewart was still trapped inside the car when police arrived.

LEAST COMPETENT BUREAUCRATS

Inmate Joshua Williams was released by jailers in February after he sent them a fake fax announcing that a warrant against him had been dismissed. Among the fax's misspellings that failed to alert jailers: "Govenor." And, in Detroit, MI., inmate Waukeen Spraggins escaped when, impersonating a police officer, he called jailers and ordered them to transport him to his girlfriend's house. Said Police Chief Benny Napoleon, "His request was so bizarre that people thought it had to be true."

Employee Spotlight: Rob Singer

Dial One General Electronic Security, Inc. welcomes a new customer service technician, Rob Singer, to its team. Though Rob has been employed with Dial One for almost two years, he recently became a full-time member of the customer service department.

Rob comes to Dial One from a local nursing home where he served as head of maintenance for 23 years.

"I find the element of change in this industry to be one of the most exciting parts of my job," said Rob.



UNCLEAR CONCEPT

In Ottawa, ON, Richard Hamilton, 29, was sentenced to two years in prison for an April robbery of a Harvey's fast-food restaurant. Hamilton had no gun; he pulled a .32-caliber bullet from his pocket, waved it around, said he had more where that came from, and demanded money from the cash drawer. He got about \$200 but was apprehended a few minutes later.

BURGLAR SUES OVER BEATING

A convicted burglar has sued the owner of the house he broke into, saying she was responsible for the beating he took when he returned the next day. Cassidy VanHorn, 21, suffered two broken arms, a broken jaw and other injuries in the 1997 attack at the home of Diana Folbigg, his attorney said. VanHorn is seeking at least \$25,000 in damages. Ms. Folbigg did not take part in the attack, but according to the lawsuit, she owed a duty to Van Horn to provide a safe environment at her home when she "lured" him back. "They said, 'Come on back, forget about what happened...let's party,'" lawyer David Femminineo said.

Rob has a number of day-to-day responsibilities including handling items that need special attention from both the installation department and service department.

"I come to work each day with the ultimate goal of making our customers happy," said Rob.

A longtime resident of Reading, Rob has served as a volunteer for the Reading Fire/EMS department for 13 years. In his spare time, he enjoys camping and other outdoor activities.

Happy Holidays from Dial One!



Staff members: Robert Dewitt, Randy Johnson, Aaron Klingsmith, John Lindberg, Michelle Lucas, John Matheney, Joy Melvin, Mike Melvin, Dave Montag, Matt Nienaber, Rob Singer, Vince Sticklen, Paul Stockhauser, Dennis Toon, Scott Watkins, Bill Westerkamp

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