# DISPATCH

A PUBLICATION OF THE MONITORING ASSOCIATION

# What's Ahead?

*New year...New opportunities.*
Discover new product and service offerings to diversify your revenue.

**Technology**
| Database Conversion

**Business**
| Risk Management

**Law**
| Door to Door Sales

**M** The Monitoring Association

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## What's Ahead?

It's a question that has us all thinking as we approach the end of a rather intense and most challenging year. As many TMA members struggled to find innovative ways to sustain their businesses and serve their customers safely, new offerings and delivery channels emerged.

In this issue's cover story, we'll take a look at some of the new products and services that have arisen and taken hold in these uncertain and unprecedented times for monitoring centers and security service providers.

# DEPARTMENTS

# A Look Back at 2020

Wow, how time flies! I'm already halfway through my two-year tenure as TMA president, and although the journey has been challenging, it's also been rewarding. Every TMA president enters the role with a vision to put their mark on programs that continually increase the value of belonging to our association.

For me, I have hoped to increase focus on industry standards, the ASAP-to-PSAP service, and FirstNet connectivity for the products and services we provide. Because of the COVID-19 outbreak earlier this year, TMA quickly shifted priorities to react to an immediate and urgent need. To say TMA "pivoted" is an understatement. As you know, the impact of the pandemic on TMA members' personal lives and businesses has been, and remains, unprecedented. The collaboration I've witnessed between TMA staff and members sharing resources and best practices in real-time will certainly make for an impressive case study in how trade associations can quickly react to assist members in times of need.

TMA members came together to share real-time advice on managing through the early days of the pandemic. Getting information to members became TMA's primary focus. Collaboration was wide-spread as TMA, SIA, and ESA met several times each week to create and implement strategic initiatives of value to all security industry association members. We created an information repository that consolidated needed information in a single, easy-to-navigate webpage. TMA members with government influence were instrumental in the CISA "essential worker" update, which specifically deemed our industry as essential.

As members learned to operate their businesses in this unique environment, TMA was able to shift appropriate resources back to key association programs, such as its annual education and networking events. Like many other industry organizations, TMA waited patiently, carefully evaluating the safety and viability of its face-to-face meetings, which have long been among our most valued initiatives. It became abundantly clear that in the best interest of our members' health and safety, the 2020 Annual Meeting and OPS-TECH would not meet in-person this year. The Board of Directors and TMA staff quickly transitioned to virtual meetings. While they had their skeptics, me included, Celia and her team rallied together and delivered a remarkable event. It was truly magnificent in every respect. Amidst the many and unique challenges TMA and its members have faced in 2020, I am pleased to report on some of our more impactful achievements.

Given the emphasis I placed on it, standards was the focus of my fall TMA Dispatch column. Although ANSI standards procedures are lengthy, deliberate processes by necessity, we are making great progress across a wide area of activity. Since my fall report, the fantastic work done by our UL workgroup culminated in UL publishing a new version of UL 827 in November, making the temporary emergency guidelines a permanent part of the standard. The ASAP data standard has gone to public comment and is expected to be finalized in early 2021. The TMA-AVS-01 committee is in full swing and planning for a mid-2021 public comment period.

Even though COVID-19's impact on businesses equally impacted ASAP-to-PSAP deployment as public safety officials shifted priorities, ASAP has added as many jurisdictions so far as we did in 2019, with still two months to go. Most recently, PSAPs (ECCs) in Virginia, Minnesota, New York, North Carolina, and Colorado have connected. PSAP growth in the fourth quarter of 2020 will provide great momentum going into 2021.

Sue Swenson, a past chair of the FirstNet Board, was one of the keynote speakers at our Annual Meeting last month. She gave outstanding insights into the FirstNet program. AT&T recently announced that they are ahead of schedule in deploying FirstNet's National Public Safety Broadband Network (NPSBN). As of June, NPSBN compatible spectrum covers 99% of

*The views, thoughts and opinions in this article belong solely to the author and not necessarily to his employer.*

# The Industry's First for Use on FirstNet®
## DMP Announces Alarm Communicator is FirstNet Ready™

With DMP's FirstNet Ready™ communicator, the XR Series(TM) control panels are among the first available for use on the FirstNet network. This gives alarm companies the advantage of using Band 14 – nationwide, high-quality spectrum set aside by the federal government specifically for FirstNet. To learn more, go to DMP.com/FN.

**We make your company more valuable.**

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# Reflections on the New Normal

I recently came across a blog from an association industry colleague titled "Normal is Over(rated) for Now" that really made me think about the impact that 2020 has had on TMA and our industry.

We all look forward to a return to our "normal" life. While many of the articles bemoan how life has changed, good things have also come out of this pandemic. My colleague aptly pointed out that "the stress of clinging to a past normal will break you… At the very least, it will limit or paralyze you… An obsession with what the world once looked like and getting back to that will also keep you from seeing what it could look like, and what you can do about that right now." I am embracing the new normal, and here are three lessons learned this year.

*An appreciation for the value of association.* If there is a year where the potential value of associating under the umbrella of an association should be validated, 2020 is that year. Where outside of an association structure would we have been able to advocate for and get results as quickly as TMA and the AICC did when they achieved an explicit inclusion of the security industry in the CISA list of essential industries? Or could have individuals working independently be able to collaborate with UL to quickly develop first the UL work-from-home guidelines and later changes to the UL827 standard?

It was remarkable to see how many members provided us with work-from-home policy samples, essential workforce ID letter samples to share with all members, as well as the many members who were willing to share their knowledge on our weekly TMA Virtual Town Hall. It was great to be able to provide a forum where members could share what they were doing. Members mentioned the value of hearing that everyone was going through the same issues and of feeling comfortable about their solutions when they would hear their approaches were similar.

*A thirst for staying connected even if it means doing it on video.* Humans are social by nature. We hear people griping about Zoom fatigue. However, TMA has experienced the highest levels of attendance in this year's webinars and virtual meetings we have ever had. We were thrilled to see the level of engagement of our members and attendees at our three virtual meetings. It was also great to welcome the participation of many first-time attendees, facilitated by the virtual nature of the meetings. In these challenging times, it is important to stay connected.

It has been fun to also get to know people in a more personal way, rather than only in their business persona, with meeting their pets, children, and other family members (mostly unplanned); seeing new hairdos and facial hair! It reminds us that we are a true family and not only business contacts.

*The value of finding new ways to do old things.* Before 2020, monitoring centers may have thought about whether work-from-home could work in this industry, but probably felt it was not worthwhile to attempt it. After more than eight months of companies using work-from-home set-ups in different ways and levels, I believe the questions has been answered. The new normal has forced members to take a closer look at their operations, upgrade IT technology when needed and implement new products to make Working-From-Home feasible.

TMA held its first-ever virtual meetings, and believe me, there were many sleepless nights worrying about whether we could pull it off—it took the whole the team of 6 working with our leadership and volunteers to make it happen. Phew!

This year, we were also able to launch a new program (IQ certification); release of the completely-rewritten TMA Monitoring Center Operator Level 2 Online course; launch a new website;

the US population. As more of our manufacturing partners release FirstNet-compatible radios, members' ability to take advantage of the NPSBN for alarm signaling are becoming a reality. You can find more information on how to get a certificate of verification of compliance with accepted alarm industry standards at https://tma.us/programs/firstnet/ or by sending an email to firstnetprogram@tma.us.

TMA's newly-initiated Virtual Town Hall Meetings have provided a powerful forum to collaboratively discuss emerging issues impacting member businesses during the pandemic. Topics covered included COVID-19 and virtual workplace guidance, government loans, insurance, and legal issues among others. The Virtual Town Halls were built upon TMA past presidents Pam Petrow and Ivan Spector's focus on growing TMA education and member communication. Given the fantastic feedback received, Virtual Town Hall Meetings will be an important part of TMA's 2021 membership outreach.

In December of 2019, TMA acquired the Installation Quality (IQ) Program. A newly formed IQ Committee, chaired by Ralph Sevinor and Ivan Spector, reviewed and updated the IQ Guidelines and other IQ materials. The program was launched in October. For those of you who may be unfamiliar with the IQ program, it is the only quality control program for installation, monitoring, maintenance, and service of electronic security systems. IQ-certified companies follow IQ Certification Policies and Guidelines that focus on installation quality and false alarm prevention. IQ certification also qualifies businesses to apply for FirstNet certification.

In addition to IQ, we are examining new substantive partnerships with industry organizations such as PPVAR (Partnership for Priority Verified Alarm Response). Several past PPVAR presidents currently serve as TMA board members, and therefore, a partnership with PPVAR offers valuable synergistic and strategic opportunities.

I am excited about what we, as one community together, have accomplished in 2020. I am personally thankful for the support given to me by TMA's Executive Committee and the Board of Directors. It is their passion for TMA and for our industry that makes it all possible. TMA leadership and staff are always open to hearing about issues that impact your business. Celia and I also welcome hearing your thoughts and ideas on how TMA can further assist you in the future.

Stay safe and Best wishes for a joyful holiday season.

Don Young
President
The Monitoring Association

## About TMA

The Monitoring Association (TMA) is the trade association representing the professional monitoring industry. Our membership community is composed of companies spanning all industry sectors, including monitoring centers, systems integrators, service providers, installers, consultants, and product manufacturers. TMA is dedicated to the advancement of the professional monitoring industry through education, advocacy, standards, and public-safety relationships.

## Our Mission

Our mission is to promote and advance professional monitoring to consumers and first responders through education, advocacy, and the creation of standards.

## Our Vision

A safer world through professional monitoring.

## TMA Officers

President
Don Young, Boca Raton, FL

Secretary
Steve Walker, Plymouth, MN

Treasurer
Alan Gilmore IV, Cleveland, OH

Vice Presidents
Steve Butkovich, Charlotte, NC
Morgan Hertel, Corona, CA

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## TMA Staff

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Vice President of Education and Training
Julie N. Webber

Director of Membership and Programs
Illeny Maaza

Director of Marketing and Communications
Leigh A. McGuire

Information Systems Manager, ASAP Service Manager
Bryan Ginn

## PEOPLE MAKING NEWS

### TMA MEMBERS NAMED IN SSN'S 40 UNDER 40 – CLASS OF 2020

Congratulations to the following TMA member professionals who were named by *Security Systems News* to its annual 40 under 40 listing. Let's keep an eye on these rising stars!

- **Leif Boren**, senior manager, dealer services, AvantGuard Monitoring
- **Daniel Clark**, senior account manager, Rapid Response Monitoring
- **Jack Doyle**, director of business development, Doyle Security
- **Tiffany Galarza**, director of telecommunications, ADT
- **Jennifer Hall**, director, service dispatch, Securitas Electronic Security
- **Jessica Lambert**, director, monitoring operations, General Monitoring Services
- **Zack Morris**, director - Commercial Careers Programs, ADT Commercial
- **Eric Scrivana**, operations project manager, COPS Monitoring

### DMP NAMES JIM HAWTHORNE AS DIRECTOR OF SALES, RETAIL SOLUTIONS

DMP has appointed Jim Hawthorne, a highly respected member of its sales leadership team, to the newly established position as director of sales, retail solutions. Since 2014, Hawthorne has served as DMP's director of sales, East.

### ADDITIONAL MEMBER APPOINTMENTS

- ADT named Derrick Dicoi Senior Vice President and Chief Strategy Officer.
- Johnson Controls appointed Nate Manning Vice President and President, Building Solutions, North America
- Walmart named Matthew Walsh Director - Data Analytics, Investigative Analytics & Intelligence - Global Investigations

## PRODUCTS MAKING NEWS

### DMP INTRODUCES FIRSTNET READY ALARM COMMUNICATOR

DMP recently announced the release of its new line of alarm communication radios that are FirstNet Ready and approved for use on FirstNet. FirstNet is built with AT&T in a public-private partnership with the First Responder Network Authority, and is the only nationwide, high-speed broadband communications platform dedicated to, and purpose-built specifically for, America's first responders and the extended public safety community.

Go to www.tma.us to view DMP's latest VPR to learn more about this exciting new product.

### JOHNSON CONTROLS INTRODUCES ITS EXACQVISION Q-SERIES AND NEW ADDITIONS TO ITS TYCO ILLUSTRA ESSENTIALS LINE

The exacqVision Q-Series from Tyco Exacq brings together an optimal combination of performance and affordability into a single network video recording solution. With support for up to 24 IP cameras and 16 analog cameras, this solution offers end users the flexibility to choose from IP-only or hybrid systems to incorporate legacy analog and IP cameras into the same system.

Johnson Controls has also added four new models to its Tyco Illustra Essentials IP camera range. The new fourth generation Essentials mini-dome, varifocal mini-dome, bullet and varifocal bullet cameras, which supersede their respective older models, are all equipped with built-in adaptive IR illumination which enables them to capture up to two megapixel HD resolution images of objects in total darkness up to a distance of 30m (98ft), according to the company.

# RENEW 2021

## One community together!

**Renew by December 31, 2020 and save 1.5% off of your 2021 annual dues.**

**Got questions? Contact membership@tma.us.**

*Executive Director's column, continued from page 6*

rebrand the *TMA Dispatch* newsletter as a magazine; and produced a weekly email, *TMA Signals*, among other projects.

On the personal side, COVID reminded us of the value of simple pleasures— staying at home, cooking a home meal, reading junky books, valuing our families, our good health and the many other blessings received this year.

Wishing everyone a wonderful end of year and a bright New Year.

Celia T. Besore, CAE
Executive Director, TMA

## NAPCO'S UNIVERSAL STARLINK OFFERS SOLUTION FOR SUNSETTING 3G/CDMA RADIOS AND RETIRING POTS LINES

Universal StarLink Fire Cellular Alarm Communicators are available in AT&T® & Verizon® LTE, and sole- or dual-path Cell/IP models ensure all 12V/24V FACPs keep communicating in an emergency, despite 3G/CDMA network sunset disruptions and vanishing leased landlines, too. The panel-powered technology eliminates extra power supply or conduit, and reports to your choice of central monitoring station.

## OPENEYE ADDS CLOUD-TO-CLOUD FEENICS ACCESS CONTROL INTEGRATION

OpenEye recently introduced the expansion of its OpenEye Web Services Ecosystem through a new cloud-to-cloud integration with Feenics, an industry-leading cloud-based access control platform. The new integration links OpenEye's powerful cloud-managed video platform, OpenEye Web Services (OWS), with Feenics's innovative cloud-based access control solution, Keep, to provide real-time alert notifications and video verification of access events to users of the OWS platform.

## SENSORMATIC SOLUTIONS LAUNCHES GLOBAL PARTNER EDGE CHANNEL PROGRAM 3.0

The new Version 3.0 will equip channel partners with the tools they need to drive business opportunities and growth. GPE 3.0 offers channel partners a comprehensive suite of go-to-market support, tools, financial incentives and training resources. The goal of GPE 3.0 is to build a best-in-class program to support channel partners as they integrate into Sensormatic Solutions go-to-market strategy. Sensormatic Solutions also continues to offer more benefits to help its channel partners create new opportunities in retail.

# COMPANIES MAKING NEWS

## ADT COMMERCIAL ACQUIRES DETERRENT TECHNOLOGIES

Established in 1982 by David and Carol Hersh, Deterrent Technologies has been a provider in designing, installing and servicing comprehensive physical security and life safety systems for complex commercial environments along the East Coast.

## ADT COMMERCIAL ACQUIRES CLS TECHNOLOGY INC.

ADT Commercial announced that it has purchased premier fire, life safety and security provider and integrator, CLS Technology, Inc., based out of Katy, TX. The purchase of CLS Technology further deepens ADT Commercial's capabilities to serve mid-market, national and large-scale commercial customers in the Houston, TX area. This marks the organization's 24th acquisition.

## AXIS COMMUNICATIONS RELEASED NEW STUDY ON IMPACT OF COVID-19

Axis Communications released the findings of their U.S. Partner Integrator Survey, revealing how system integrators and their customers are responding to the COVID-19 crisis amidst uncertainty and instability in the marketplace. The survey of 455 security professionals cited that end-customers will be more willing to explore IP-based solutions (58%) and the acceptance of AI will accelerate (45%) following COVID-19 crisis.

## BRIVO PARTNERS WITH SES PARTNERS TO PROVIDE CUSTOMERS NEW CLOUD-BASED SOLUTIONS

Brivo recently announced a partnership with security solutions provider Securitas Electronic Security (SES) to deliver its Cloud-based access control, physical security platform technology to new and existing SES clientele. Together, the intelligent security provider and Brivo will expand their ability to meet the growing demand for integrated Cloud-based security solutions and position SES to supply an expanded suite of security and multifamily solutions, according to the company.

## CALIPSA'S FALSE ALARM REDUCTION PLATFORM CHOSEN BY RADIUS SECURITY

Calipsa announced that its false alarm filtering platform is being used by Richmond, British Columbia-based Radius Security. Radius Security is the security systems and monitoring branch of Vancouver Fire and Security and the first Canadian monitoring center to adopt the cloud-based Calipsa technology. Calipsa's false alarm reduction technology uses artificial intelligence with deep learning technology to filter out false alarms with a 99.5% accuracy rate. Calipsa's technology recognizes genuine alarms caused by human or vehicle movement, while filtering out notifications resulting from nuisance factors such as animals, lighting, weather or foliage.

## CALIPSA'S MASTERCLASS HELPS VIDEO MONITORING LEADERS BUILD THEIR BUSINESSES

Industry professionals can explore the global challenges and opportunities facing video monitoring operations in the second annual Calipsa Masterclass. The previously broadcast course can be downloaded on demand from the company's website.

## PER MAR SECURITY SERVICES ACQUIRES MONUMENT ELECTRONICS OF MERRILLVILLE, IN

Per Mar Security Services is pleased to announce it has acquired Monument Electronics based in Merrillville, IN. Monument Electronics was founded in 1982, and is a family-owned and operated business serving Northwest Indiana. Beginning November 19, 2020, Per Mar will begin servicing Monument Electronics' customers out of its Valparaiso, IN and Griffith, IN offices. **M**

# Migrating Legacy Data; The Dreaded Data Conversion

## Set your company up for success

By Victoria Ferro, President, Micro Key Solutions



Many monitoring stations have outdated, complex, on-premise monitoring systems. There are plenty of new options, including cloud alternatives, which come with many benefits, but a lot of companies limit themselves to their existing platforms, perpetuating cumbersome workflow and lack of automation due to the fear of the dreaded data conversion.

Let's be honest. Migrating legacy data is hard. Legacy systems were developed with older workflow concepts and workarounds to accommodate the lack of automation. Therefore, making these older workflows and workarounds fit into more sophisticated systems can be difficult. You don't want to lose the processing workflow that your customers are accustomed to, but you want to simplify the workload on your monitoring staff by taking full advantage of the new automation options available.

Adding to the conversion complexity, no one wants to start from scratch and enter data into a new system by hand. That would be too cumbersome! We need to migrate this data!

Around 50% of deployment effort is centric to migration activities. Based on my seventeen years of experience coaching companies through migrating their monitoring and accounting solutions, I have developed this proven road map to set your company up for success with any data migration project.

### Make the Data Migration its Own Project Within the Larger Project of Switching Software Platforms

Data migration is a complex activity, deserving a separate project plan and team. You read correctly, data migration requires its OWN team! That is not to say that those team members are

exclusive to only the data migration. This team most frequently participates in numerous tasks involved in the overall project, but it is imperative to identify a team lead for the data migration whose primary responsibility is the data migration. Accountability, a plan, and migration scope must be created at the project's beginning, ensuring no surprises, such as "Oh, we forgot to load those clients or review those reports" two weeks before the go-live.

### Engage the Right Internal Team

Business / Accounting people are the only ones who truly understand the accounting data reports and can decide what data can be thrown away, what data to keep or what dates or numbers to start with.

Client Services or Dealer Services teams are most likely people who understand the monitoring nuances or configuration for specific accounts or requirements for dealers and dealers' customers.

It is important to have somebody from the business team and monitoring team involved during the mapping and decision making for the accounting side and monitoring side. Even if data migration mapping is reviewed and approved by the teams, surprises can appear once the data shows up in the new system's User Interface.

Since a picture is worth more than a thousand words, load a test batch into the new system, and let the business team play with it. Load a batch of Subscriber information for the Monitoring team and have them pull up manual signals from the specific

accounts as well as signal types to see how the processing would flow. Both teams should take copious notes and relay those notes to your new software vendors' data migration team. This is the process that builds the first, second and even third data conversions. Failing to engage subject matter experts, who are usually very busy people, is the most common cause of problems after a new system goes live.

### Recommended Project Plan Basics for the Data Conversion Team

The Internal Data Migration team should meet on a mutually agreed-upon frequency with the new software vendor's migration team. Each meeting should include a review of the last data conversion efforts, feedback for the next round, a summary of next data delivery, the next data drop date and confirmation of the next scheduled meeting.

The Internal Data Migration team should have blocked time on their work schedules for data review centric to each estimated data delivery date. This is vital to the project.

If for some reason the team misses the data check at any given point, they should immediately notify the internal Project Manager or Stake Holder for the whole project. The combined teams should determine if the delays will impact the Go Live date or if they can make the time up in another area or work overtime. If not, scheduling adjustments should be made. Yes, a failure to review data in a timely manner from your team can and will push back a Go Live scheduled date. Data Reviews during this period should be given the highest priority.

### Know the Basics of Data Conversion & Your New Software's Business Terminology

Data mapping is the process of creating data element mappings between two distinct data models or in our case two different software solutions. I always

recommend that the Internal Data Conversion Team go through a demo or an overview of the new software system (that they are migrating) to visualize where the old data will now live or how the old data will be used to create new functionality or automation.

The new software provider's implementation documentation should include a section on data conversion with a data dictionary of definitions, field types, character length, etc. for reference.

The internal team should also have basic training, understanding, and a list of instructions and reports they should run on the new system when they get the preliminary data to review.

### Decide the best data migration approach for your company with your software partner

Will you load the data all at once, or load small batches every week? This is not an easy decision. The approach must be agreed upon and communicated to your internal data migration team, project stakeholders and your new partner's data migration team. Everybody needs to be aware of when and what data will appear in the new system. The internal migration team's work begins with each new data upload. The data must be checked, verified and feedback communicated back to the new software's data migration team. Is your team prepared to review a weekly data upload or an even better question is do they have time to perform the data reviews and the scope of their everyday job responsibilities? Or, would it be easier to review one major data upload with a team of people to validate the integrity at one dedicated block of time?

For more basic data migration, some companies offer an "export and import" item handled by a "push one button" data migration tool that has a predefined mapping for target systems. Micro Key has recently released such a

tool, MKS SWITCH™ for the "push one button version". This can be a GREAT data migration or data entry tool for getting started to provide the shell of the account to work from without having to start from the beginning. This scenario is also a great option for accounting migrations and for companies wanting to semi "start-over" to clean up years and years of legacy data.

"Push one button" data migration in conjunction with a bridging software solution from your old to new automation software for monitoring stations is another great option. Using technology, your incoming signal traffic will pass through your old automation software for processing by the operators but log to your new software for data accumulation and review. Invalid signal reports can be run daily, and the data associated with those signals can be addressed. Many stations choose this method for a period of time. When comfortable, they switch the bridge to the new software receiving the signal first for processing and review and then passing to the old software for processing and failover in an emergency.

This final part of the bridge is then dropped at your comfort level. During this time, duplicate data entry will need to be accommodated into both software platforms.

### Estimate Realistically

Do not underestimate the complexity of the data migration. Many time-consuming tasks accompany this process, which may not be apparent at the project's beginning. Some of these tasks from a Monitoring perspective include, basic Subscriber / Customer Information verification, Call Lists and Call Order, Special handling or special instructions. From an accounting perspective, Subscriber basics of course, but most importantly, recurring billing charges must be verified, beginning balances, service-centric information. There is a high probability that the accounting information and monitoring information

live in different software systems. If you are moving to a single point of entry system, you need to find a common link to the monitoring information and the accounting information so that it can be merged into one account. The most common unique identifier is Central Station ID or panel number.

The migration plan must include ample time for preliminary data review, then secondary data review. Will you run tandem with a bridge for monitoring stations for a period or will there be a straight cutoff date from the legacy system? For an accounting system migration, will you run billing cycles in tandem and keep up data entry of new items on both legacy and new systems once the final conversion has been delivered?

Some other data-centric items to take into consideration are loading specific data sets for training purposes with realistic data, but with sensitive items deleted, so that training activities do not generate email notifications to clients or alarms in the case of monitoring migration.

## Check Data Quality

Do not overestimate the quality of source data, even if no data quality issues are reported from the legacy systems.

New systems have new mandatory fields or different formatting rules for certain data, which may not have been applicable in the legacy system. Here's a simple example. Contact email can be mandatory in the new system, but a 20-year-old legacy system may have a different perspective.
Data quality significantly impacts effort, and the simple rule is: The further back we go in history, the bigger mess we will discover. Thus, it is important to decide early on how much history, if any history, we want to transfer or can transfer into the new system.

## Get Ready for Go Live

The data has been checked, double-checked and maybe triple checked. Be prepared for the unknown or the unexpected to surface. Take a breath and work with your software provider on how to address the issues.

Your company will have come too far to take a step backward. Embrace the positives in which your new software has provided and work through the pain of change with your staff. M

*Victoria Ferro is President of Micro Key Solutions, developers of monitoring automation and back-office accounting and service management solutions for the security alarm industry. Micro Key Solutions has been a member of the TMA organization for 15 years.*

# What's Ahead?

**Maximize your new business opportunities by expanding your product and service offerings in 2021.**

By Leigh A. McGuire, Director of Marketing and Communications, TMA

We began our new year, January 1, 2020, with distant rumors of a flu or virus in China. The virus, which we now know well as the Coronavirus (COVID-19), reached the shores of North America within weeks and rather aggressively spread, forcing businesses to close and people to remain isolated in their homes. TMA members found themselves thrust into a whole new and uncertain world— one void of any case studies or best practices to guide urgent and pivotal business decisions. Like so many other industries, ours was turned upside-down.

As "unprecedented" quickly became the universal buzz word for businesses and life in general, our industry came together swiftly and mounted an appeal to local, state, and federal legislatures and regulatory agencies to recognize our work as essential. In tandem with these efforts, monitoring center leaders faced the immediate challenge of how to maintain the quality of their services and provide a safe environment for their employees. In the end, as you know, our industry received the essential

recognition it sought and monitoring centers quickly transitioned to an unprecedented work-from-home model.

Today, we can look ahead to 2021 with renewed hope and a whole new mindset, having the benefit of the experience and knowledge we gained in 2020. The challenges we confronted brought out the best in us and pushed us to think differently, perhaps more openly, and drove us to be more agile than we may have ever thought possible. We shifted into survival mode. But, beyond sheer survival, we were inspired to innovate technologies and processes. We envisioned new applications, as we listened to our customers' needs (and wants), which shifted in response to the pandemic. New, previously unimagined services raised the potential for new sources of revenue and introduced unrealized pathways to success.

In researching for this article, I reached out to several TMA members and referenced various reports within the industry to identify some of the

emerging trends for in-demand services in both the commercial and residential markets.

## TRENDS AND OPPORTUNITIES IN RESIDENTIAL SECURITY AND MONITORING

According to the Security Industry Association's (SIA) recently published Security Megatrends research, demand from residential customers for AI products and services is on the rise. "One of the clear opportunities here is in the residential space, where many consumers already have AI-powered digital assistants (e.g., Google Nest, Amazon Echo) in their homes doing natural language processing, or vacuum robots applying machine learning to study the most efficient cleaning pattern," reflected Geoff Kohl, Sr. Director of Marketing, SIA.

Jeremy McLerran, Director Global Marketing, Security and Smart Building Division, Johnson Controls observed some similar trends in residential security of late. "In a residential setting

our industry has been installing security systems with smart lighting, door locks, thermostats and cameras for a few years, but new categories are emerging every day. Solar. Air purification. Wellness for aging in place solutions. Unattended showings for realtors and multifamily unit rentals."

A September feature on ResidentialSystems.com written by Rob Lane explores the health and wellness sector, which, in his words, has been gaining traction in recent years, with integrators, builders and developers seizing on the opportunity to boost revenues." The article goes on to the impact of COVID-19 on this market.

"Due to Covid-19 and the demand that we've seen, health and wellness has moved from a 'nice to have' to a 'must have' overnight," agrees Paul Scialla, founder and CEO of Delos and founder of the International WELL Building Institute. The dramatic up-tick in demand is a direct result of a rising focus on health and wellness for everyone in the family. Air and water purification systems, voice control and touchless automation are among the options that more residential customers are purchasing. These systems, prior to COVID-19, were seen only in high-end homes.
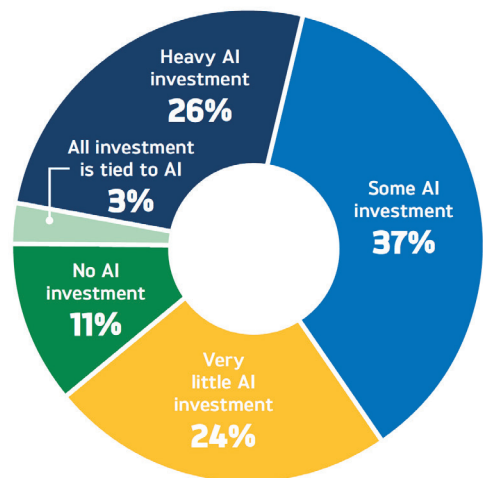
"The aging-in-place market is a growing opportunity for the smart home and IoT industry, specifically within the residential health and wellness sector," explains Mitchell Klein, executive director, Z-Wave Alliance. "We're seeing an uptick in sales of devices in a few prominent categories, including security, such as locks and cameras, sensors for monitoring activity inside of the home, and voice control for executing basic commands like turning the lights on when entering the room."

## TRENDS AND OPPORTUNITIES IN COMMERCIAL SECURITY AND MONITORING

Video and AI products and services are among the technologies that are boldly

## HOW WOULD YOU CHARACTERIZE YOUR FIRM'S RESEARCH AND DEVELOPMENT INVESTMENTS RELATED TO APPLYING AI TO YOUR PRODUCTS AND SOLUTIONS?

Source:
Security Industry Association (SIA)

Heavy AI investment 26%

All investment is tied to AI 3%

Some AI investment 37%

No AI investment 11%

Very little AI investment 24%

## Use Data to Drive New Efficiencies and Increase Profitability

Many security services and monitoring companies are saddled with legacy infrastructure and limited signal data, creating challenges to meeting new standards and expectations for near-real time accuracy and service quality.

Today's highly flexible, inexpensive "plug and play" technologies provide an opportunity to modernize monitoring services to create significant value for you, your partners and customers. Some of the available steps include:

■ **Better Connected Devices:** Retrofitting hybrid equipment portfolios to send higher fidelity data lays the foundation for new ways to deliver value.

■ **Connected Users and Service Crews:** Going beyond the traditional customer, digitally connecting (e.g., via apps) with end-users and field installation/service crews will bring new data points to make monitoring center workflow more efficient. New people-connections will set the platform for new revenue and business models.

■ **Data Driven Monitoring Center Workflow:** Advanced analytics improve effectiveness and efficiency of call response, including when to escalate/deescalated calls for first responders.

■ **New Data Signals:** Non-traditional data, including that of 3rd parties, enables establishing more robust protocols.

■ **AI/Machine Learning:** Continual learning and iterative refinement further enables driving service quality and cost efficiency.

■ **Object Detection in Video via AI:** Going beyond video surveillance, object detection in video and audio enables monitoring a broader set of conditions across a larger customer base, while also reducing manpower requirements.

■ **Service Optimization:** Signal clarity also enables reduction in service calls re: faulty equipment, elimination of redundant back office processes and effective customer interaction in billing and other service needs.

Your growth need not stop there - new signal data and connected platforms (of devices and people) uncover new, higher value and adjacent services such as Access Control, PERS.

Developing better data-driven insights about your customers and end users will reveal where the new focus should be. Tap into your digital value potential today to become a leader in the evolving smart building industry.

*Written by Sugath Warnakulasuriya and DC Jayasundera, Thalamus Labs.*

# Happy Holidays...

May this holiday season bring you merriment and quiet moments with those who matter most.

Warm wishes for a safe, joyous celebration,

The Board of Directors and Staff of TMA

**M** The **Monitoring** Association®

# Home Solicitation Sales Under the Federal Cooling Off Rule

## Learn about the legal implications of this trusted sales approach

By R. Andrew Arculin, Evan Minsberg, Makalia Griffith, Venable, LLP



As home security retailers strive to provide convenient channels to allow consumers to purchase products and services, home solicitation sales (also known as door-to-door sales)—where a retailer solicits the sale and the buyer's agreement or offer to purchase is made at a place other than the seller's place of business—have increased in popularity. However, home security companies that hire travelling sales agents should be aware that these transactions are subject to the Federal Trade Commission's ("FTC") "Cooling Off Rule," which regulates consumer transactions made at a place other than a retailer's permanent place of business, as well as analogous state laws.

This article provides a brief overview of the FTC's Cooling Off Rule and its impact on home solicitation transactions.

### Cooling Off Rule Requirements

The FTC's Cooling Off Rule applies to a sale, lease, or rental of consumer goods or services for $25 or more at the buyer's residence or $130 if made at another location other than the buyer's residence. The rule provides buyers with a three-business day cancellation period and requires the seller to provide certain disclosures and documents at the time of the sale. Sellers must provide buyers with: an oral disclosure, at the time of signing the contract, of the buyer's cancellation rights; a completed copy of the written agreement (in the same language as the sales presentation) that includes the buyer's signature and contains the transaction date, the seller's name and address, and the following disclosure statement in bold 10-point font: "You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. See the attached notice of cancellation form for an explanation of this right."; and, two completed copies of the standard "Notice of Cancellation" form, provided by the rule. The Notice of Cancellation must include the date of the transaction, the name and address of the seller's place of business, and the date by which the buyer may give notice of cancellation. The Notice should be easily detachable to allow the buyer to return the form.

### Cooling Off Rule Application

The Cooling Off Rule does not cover all contracts. The Rule exempts certain sales such as sales made entirely online, by mail, or by telephone and sales which are the result of prior negotiations at the seller's permanent place of business where the goods are regularly sold. Buyers are not required to provide a reason for canceling the contract. Instead, the rule mandates that sellers must accept the cancellation as long as the cancellation notice is mailed prior to midnight of the 3rd business day after the date of the transaction. Business day includes Saturdays for the rule's purposes. If a buyer cancels the contract within the three-business day period, the seller must either pick up the items left with the buyer or reimburse the buyer for mailing expenses, within 20 days. The seller has 10 days to refund all payments made under the contract or sale and cancel and return any check to the buyer.

The rule also prohibits sellers from negotiating, transferring, selling, or assigning the contract to a third party

# Risk Management Close to Home

## The first in a series of managing risks to your company

By Kirk MacDowell, MacGuard Security Advisors

Yes, it can happen to you. A catastrophic event threatens your business, your livelihood and your well-being. The following three real-world scenarios occurred in our industry. If they (or similar event) were to occur, would you be prepared?

**Scenario One**-A well-known up-and-coming security company with an alarm, patrol and central station division has a rogue employee who, while driving a marked company patrol vehicle, picks up a young coed on her high school graduation night, places her in his patrol car, goes to a closed client property where he attempts to rape her and then shoots her three times, killing her. Some hours later, to cover his story, the guard radios the company dispatch center and advises them to notify the police that he has found a murder victim. Within hours, the police has determined that the security guard's falsehood of "finding" the murder victim was a ruse, and

the suspect was immediately arrested for murder. The alarm company was subsequently sued for negligent hiring, retention, and supervision. In part due to extreme community pressure, stirred up by a 60-minute segment, dozens of TV stories, and negative articles about the company, the company sold. Seventy-two employees were terminated at the company's sale, but the most devastating of all was the loss of a young woman who died at 18. The suspect was found guilty of first-degree murder and sentenced to life in prison in California.

**Scenario Two**-In a quiet Philadelphia suburb, a central station operator was stabbed by her ex-boyfriend while in the central station's parking lot. The suspect then repeatedly ran over the victim, killing her. Fellow central station employees located just feet away inside the secure facility had to endure the entire scene displayed on the building

video surveillance system. The suspect fled the scene, was later arrested and convicted of first-degree murder.

**Scenario Three**-In a Midwest town, an employee who had been issued a take-home vehicle, stopped at a local bar and has a few beers. While driving home, the employee is involved in a catastrophic traffic collision where the other driver lost his life. The logo of the alarm company's van was posted all over the evening news. The employee, the alarm company, and the alarm company owner were sued.

All three scenarios described above tested the leadership of the organizations. In this article, we'll discuss the immediate steps to be taken post incident. In future articles, we'll discuss and address what steps should be taken prior to an event and the advantages of planning in advance as well as post event leadership traits and how to prepare for the day that a catastrophic event threatens your company.

Lead the company, manage the crisis. During times of crisis, leaders gravitate to doing both. Hire/retain counselors to manage the crisis made up of legal, public relations, finance, senior leadership, and marketing/communications. Leaders should focus in leading the company and holding your team accountable for doing the same.

This is crisis management at its best. Your team will look to you for guidance, direction, and wisdom. Don't let them down. During the crisis, communicate often and speak the truth. And always

# TMA's First-Ever Virtual Meetings Receive High Marks

## TMA's 2020 Annual Meeting and OPS-TECH 2020 break the "mold."

By Leigh A. McGuire, TMA

Meetings and events, like so many other aspects of our professional (and personal) lives, went a bit topsy-turvy in 2020 with the arrival of COVID-19. From ESX in June to OPS-TECH in November, TMA had a full calendar of face-to-face meetings planned. It became clear with the sudden spread and rise of the pandemic in the late spring and early summer that our meetings would need to be cancelled or transitioned into a virtual format.

The TMA staff embraced the latter option and dove in head-first, recognizing the importance of bringing members together in these uncertain times.

TMA's Vice President of Education and Training Julie Webber and Vice President of Meetings John McDonald took the helm and led scores of volunteers and TMA staff in the development of TMA's first Virtual Annual Meeting and OPS-TECH 2020. TMA members and supporters responded to calls for volunteers to plan, facilitate, and speak. The staff was also overwhelmed by the financial support of Associate members who generously stepped up to sponsor both events. (See page 20.)

The Annual Meeting, which took place over the course of three days on Oct. 27-29th, was attended by more than 130 monitoring center professionals. The program offered a combination of keynotes, education sessions, and open, social networking. In addition, sponsors (aka exhibitors) hosted booths and demonstrations (via Zoom) on the virtual exhibit floor. There were interactive games, with prizes too, for registrants to engage in a little fun play.

Less than two weeks following the Annual Meeting TMA delivered its first OPS-TECH meeting in November, also virtually. The newly-formed program brought together two of TMA's most popular events – the Monitoring Center Operations Management Seminar and the Tech Summit. The four-day event took place over a two-week period and included one day dedicated to the latest trends in video for monitoring stations. The event drew over 100 attendees.

Sessions for both meetings received high marks from attendees for their high-quality speakers and valuable content. The open networking events, such as the brunches/lunches and the Annual Meeting's virtual social hour, "Poolside with the Presidents," were very well received by those who took part.

Daily session highlights for each meeting can be found on the respective event webpage. Paid registrants for both events received free access to all recorded sessions for up to six months. Individual session and complete event recording packages are now available for purchase on TMA's website for non-attendees.

Mark your calendar for TMA's 2021 events. (See page 25.) We look forward to seing you then. M

# TMA 2020 Meeting Sponsors

TMA extends its sincere gratitude to the following Associate members for their generous support of TMA's 2020 Annual Meeting and OPS-TECH 2020. Their financial commitment made these, our first-ever virtual events, not only possible, but successful beyond our expectations.

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# Adoption of Home Security Systems on the Rise

## Professionally monitored systems rose 5%, 2018-19

By Brad Russell, Senior Director, Parks Associates



Security systems with professional monitoring are considered the standard for safety, theft prevention, and threat detection for homes and businesses. They have a strong and straightforward value proposition, as consumers and companies alike worry over the safety and security of their homes/businesses, loved ones/employees, and assets/personal property. Parks Associates recent Whitepaper, *The Value of Professional Monitoring*, developed in partnership with Rapid Response Monitoring, reveals that the professionally monitored security industry experienced a 5% increase from 2018 to 2019, a rate that previously stayed relatively steady.

In addition, adoption of home security systems is significantly on the rise for the first time since 2014, and even more promising is the considerable rise in professional monitoring alongside it.

### The Benefits of Professional Monitoring

The value of professional monitoring is in the dedicated and trained staff that will always be available if an emergency occurs. A networked camera will notify consumers via their smartphone about events in the home when it detects motion, but only when the notification is opened and identified will a consumer be able to act on the related event. Users cannot initiate a call for help if they are sleeping or too busy to review an alert or if their phone is dead or unavailable.

### The Challenges of Professional Monitoring

Traditionally, only a fragment of the market is willing to pay a monthly fee for the service, but this user segment is growing. Among consumers who canceled their professional monitoring service, only 33% did so because the monthly fee was too expensive. More options for lower cost and contract-free monitoring subscriptions have opened the door for first-time subscribers as well as help consumers keep their services. False alarms are another problematic issue as consumers consider whether to adopt and then to keep professional monitoring – 32% of dealers surveyed by the firm report that false alarm fees and penalties are one of the industry's biggest challenges. Innovative monitoring centers have created a solution by adding more consumer-facing technologies such as video verification and one-click buttons to request a dispatch or cancel an alarm from apps.

## Opportunities for Professional Monitoring Beyond Security

### Smart Home Devices

As many as half of households who currently subscribe to professional monitoring may consider the remote monitoring and notification services provided by smart products to be a sufficient substitute. At the same time, 76% of smart smoke detector owners or purchase intenders indicate interest in having their smoke detector connected to a professional monitoring service for a monthly fee of $5 - $10. Monitoring critical events such as the occurrence of fire and smoke/carbon monoxide are clearly understood value propositions that consumers are willing to pay for.

### Connected Health

The emergence of connected health products and monitoring services gives a new opportunity to serve consumers at home. The number of Americans ages 65 and older will double in the

## Spectrum of Household Monitoring

No Monitoring → Professional Monitoring

| Non-Monitoring | MIY (Monitor-it-yourself) | MIY with Direct Dispatch | Professional Monitoring |
|---|---|---|---|
| Alerts are sent to a smartphone when motion is detected. However, the user does not observe or keep track of the alerts received. | Monitoring that goes directly from an armed system or device to a user's or the designated circle of trust's smartphone through alerts. The user views alerts when possible. | Monitoring that goes directly from an armed system or device to a user's or the designated circle of trust's smartphone. If an alert is identified as critical, the user may connect directly with emergency dispatch via an app. | 24/7 monitoring by a monitoring center with professional staff that receives alerts from a security provider or device when it is triggered. The monitoring center operator verifies the alert by calling the user/circle of trust to determine if an emergency dispatch is required. |

© Parks Associates

coming decades, resulting in the growing demand of various connected health solutions for the home, including smart home devices, on-demand services, and security-related solutions that can enable independent living and improve quality of life for seniors.

### Connected Devices and Consumers

Connectivity in the home and the number of connected devices continue to expand year-over-year. Consumers now have an average of 12.3 connected devices in their homes, and 29% of US broadband households own at least one smart home device from a list of 20 core devices. While intrusion, fire, and carbon monoxide alerts to monitoring centers and consumers remain critical functions, the security industry has eagerly pursued business options to make their overall value propositions more valuable to a broader set of consumers than those previously served.

Professional monitoring delivers a strong value proposition to consumers and businesses that exceeds the standard benefits of IoT solutions—regardless of a power outage, offline network connection, or inability to respond to a sensor-based alert, someone is available to swiftly respond to an emergency. It is clear the professional monitoring market is expanding and these services are creating additional value in providing safety and security.

To download *The Value of Professional Monitoring* whitepaper or for more information on Parks Associates research visit www.parksassociates.com

# Volunteers Make it All Possible
## Honoring one of the BEST to serve AICC

By Lou Fiore, Chairman, AICC



With the passing of Robert Bitton, a friend and past president of TMA, I am reminded of his service as TMA's frequency coordinator. Bob Bitton was CEO of Supreme Security System, Inc., a company started by his father Sydney Bitton in 1929, until 2019 when he turned over the operation to his son David to establish a third generation family business.

Bob assumed the role of Frequency Coordinator for TMA in 1989. Little did I know of his dedication to the task and what it involved. He did it without complaining. Bob had a love of radio and it was fitting for him to act as our frequency coordinator. Bob was TMA's second volunteer coordinator, following Stan Lott. Currently, I have taken over the task of Frequency Coordinator.

Frequency Coordinators are FCC certified to recommend the most appropriate frequencies for applicants in the designated Part 90 radio services. Applications for new frequency assignments, changes to existing facilities or operation at temporary locations must include a showing of frequency coordination.
Anything that requires Frequency Coordination must be electronically submitted by the Coordinator. Frequency Coordination is required for a new filing, as well as major modifications and amendments that change or add frequencies, emissions, ERP, output power, antenna height, ground elevation, change location of base, fixed, or control stations or number of mobile units and any change to station class.

As background, in 1982 the United States Congress provided the Federal Communications Committee (FCC) the statutory authority to use frequency coordinators to assist in developing and managing the Private Land Mobile Radio (PLMR) spectrum. Frequency coordinators, in this case, are private organizations that have been certified by the Commission to recommend the most appropriate frequencies for applicants in the designated Part 90 radio services. This frequency coordination process is intended to make more efficient use of the PLMR spectrum for the benefit of all members of the public. In general, applications for new frequency assignments, changes to existing facilities or operation at temporary locations must include a showing of frequency coordination.

One function that was granted to TMA was to act as Frequency Coordinator for our frequencies in the 450 MHz band. In our case, the act of coordination is to give the ability to use these frequencies to qualified alarm companies. As defined by the FCC, these companies must be listed by UL, FM or any other NRTL. Central station commercial protection service is defined in FCC Part 90 as "an electrical protection and supervisory service rendered to the public from and by a central station accepted and certified by one or more of the recognized rating agencies, or the Underwriters Laboratories (UL), or Factory Mutual System." The phrase "accepted and certified by one or more of the recognized rating agencies" was added to allow ETL and any other NRTL listed company to use these frequencies without TMA having to ask for a change in the FCC rules.

Another function of the coordinator is to fairly assign frequencies to minimize interference, often no small feat in crowded areas. It should be noted that

any qualified alarm company requesting a frequency can be authorized to use these frequencies. So, the role of the coordinator is to do his/her best to minimize interference between companies.

Originally, CSAA had the ability to coordinate only the frequencies that we could use for voice repeater work. Some were exclusive to listed alarm companies; others were for use by alarm companies on a shared basis outside certain population areas. All were exclusive for alarm use inside those population centers.

Through the years CSAA also became coordinator for the offsets between the voice channels. Under AICC's insistence the FCC gave alarm companies using these channels special authorization, making them more useful for alarm signaling. At about that time, CSAA's coordination role was expanded to the entire band.

These days we share our frequencies with other services. After a challenge for our underutilized channels from the land mobile industry, an agreement was reached with the Land Mobile Communications Council (LMCC is an association of coordinators) for a consensus protocol for frequency coordination. This agreement was accepted by the FCC. Part of that agreement is that stations authorized under that agreement cannot interfere with previously coordinated alarm systems. These days we receive may requests for inter-service concurrence with trucking systems landing on our unused voice channels. Of course, these systems must not interfere with our voice systems on the same channels or the alarm data systems on adjacent channels.

Obviously, volunteerism is not just an AICC phenomenon. It is the backbone of TMA and our sister association. My hat is off to all that volunteer! 

## TMA 2021 Meetings

**2021 TMA Mid-Year Meeting**
April 20 – April 22
*Virtual*

**2021 TMA Annual Meeting**
October 9 – October 13
Ritz-Carlton, Kapalua
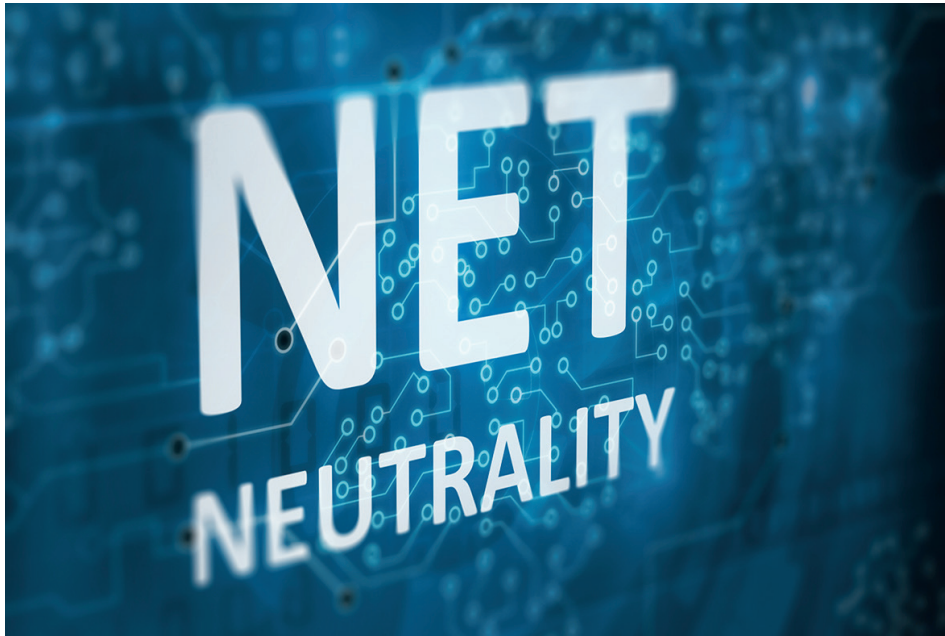Maui, HI

*To be determined:*
2021 OPS-TECH

**Visit www.tma.us for the latest meeting details.**

# The Wireline Report

## FCC releases Net Neutrality order

By Mary J. Sisak, Partner, Blooston Law (*mjs@bloostonlaw.com*)



**If your numbers have been incorrectly blocked or mislabeled by AT&T, Verizon or T-Mobile, you can report the error via the following mechanisms:**
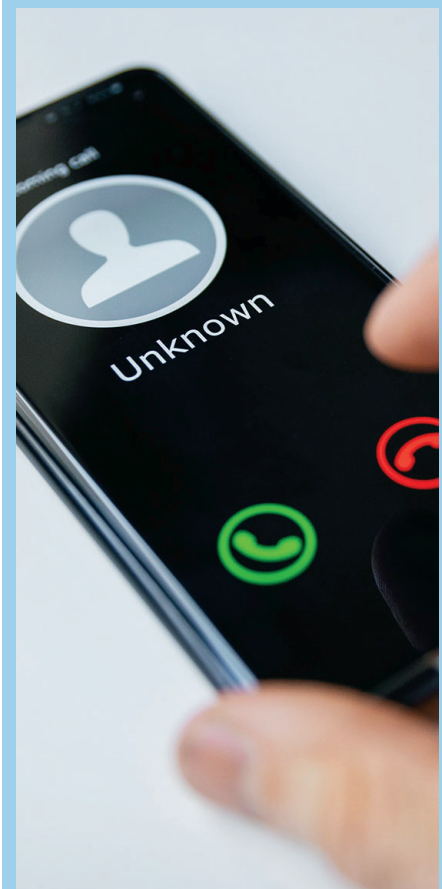
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Report when a call has been incorrectly blocked or labeled at https://feedback.fosrvt.com/

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Register with Verizon's third party vendor, Transaction Network Services (TNS), online at https://voicespamfeedback.com

### FCC Order Finds No Adverse Impact on Public Safety of Net Neutrality Rules

The FCC has released an order finding that its net neutrality order, that significantly reduced consumer protections, will have no adverse impact on public safety. The FCC's order is the result of a remand proceeding, in which the court directed the FCC to address the effect on public safety of the "changed regulatory posture" in the *Restoring Internet Freedom Order*. In ordering remand on this issue, the court found persuasive claims that the elimination of net neutrality rules could adversely impact first responders and the ability of the public to communicate during a crisis. The court rejected the FCC's argument dismissing public safety concerns finding that "the harms from blocking and throttling during a public safety emergency are irreparable."

After reviewing comments and reply comments filed by interested parties, rather than modify the *Restoring Internet Freedom Order*, the FCC has found that the order protects public safety. According to the FCC: "We find that neither our decision to return broadband Internet access service to its long-standing classification as an information service, nor our subsequent decision to eliminate the Internet conduct rules, is likely to adversely impact public safety. To the contrary, our analysis reinforces our determinations made in the *Restoring Internet Freedom Order*, and we find that on balance, the light-touch approach we adopted and the regulatory certainty provided by the *Restoring Internet Freedom Order* benefit public safety and further our charge of promoting "safety of life and property" and the national defense though the use of wire and radio communications. We also find that even if there were some adverse impacts on public safety applications in particular cases—which we do not anticipate— the overwhelming benefits of Title I classification would still outweigh any potential harms." M

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REGULATORY UPDATE >>

# The Wireless Report
## FCC opens 4.9 GHz spectrum; T-band repeal

By John A. Prendergast, Managing Partner, Blooston Law (*jap@bloostonlaw.com*)



### LMCC and FCC Meet to Address DTV Interference

The Land Mobile Communications Council (LMCC) (of which TMA is a member) and staff of the FCC's various bureaus met to begin the process of addressing (and hopefully resolving) numerous cases of harmful interference from digital television (DTV) stations to land mobile operations in urban areas though out the United States – including Dallas, Houston, New York, San Francisco and Chicago. An example of this interference involves the City of Chicago in which its fire department has received harmful interference to its communications system from Channel 15 TV channels in nearby Springfield and Champaign, Illinois.

As reported in the June Wireless Report, several broadcasters are in the process of changing their television broadcast operations to Channel 14 (470-476 MHz), which is adjacent to the 460 MHz band spectrum used by many alarm radios.

Alarm company licensees that receive interference will want to immediately take action to enforce their protection rights.

Some TV stations have been re-assigned to channel 14 as part of the broadcast incentive auction and related "repacking" of television operations into a smaller portion of the broadcast band, so that the FCC could sell the remaining TV spectrum for future 5G operations. The relocated channel 14 broadcast operations have the potential to create RF interference issues unless the broadcaster takes steps to mitigate out-of-band transmissions (e.g., filtering). Under FCC rules, TV channel 14 broadcasters have an obligation to "take adequate measures to identify and substantially eliminate objectionable interference which may be caused to existing land mobile radio facilities in the 460 to 470 MHz band." All costs associated with the repack, including notification and coordination with land mobile radio operators and purchase,

installation and testing of appropriate filtering components (for both the main and backup transmitter) are reimbursed to the broadcaster from Incentive Auction proceeds.

As a result of this meeting, the LMCC agreed to immediately form a Working Group to collaborate with the FCC in identifying potential solutions. According to LMCC President Klaus Bender, "Some instances of interference may be resolved by simply enforcing existing rules, other cases will be more challenging given the lack of spectrum alternatives for both land mobile and DTV licensees. But this is a good start."

### FCC Proposes $25,000 Fine for Excess Power and Failing to Allow FCC Station Inspection

On October 26, the FCC issued a Notice of Apparent Liability proposing a $25,000 forfeiture on Jupiter Community Radio, Inc. (Jupiter), licensee of Low Power FM (LPFM) station WJUP-LP, Jupiter, Florida (Station), for apparently failing to operate the Station in accordance with the terms of its authorization (its power was set too high) and the applicable technical rules and to make the Station available for inspection. While this case involves a low power television station, the important take away is that licensees must operate their radio facilities in accordance with the FCC's rules and allow FCC field agents on premises to inspect their radio facilities.

The base forfeiture for operating contrary to an instrument of authorization is $10,000; the base forfeiture for failing to permit an inspection is $7,000; and the base forfeiture for failing to install required equipment is $8,000. The FCC concluded

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that neither an upward nor a downward adjustment was appropriate.

## Chairman Pai Proposes Modernization of 5.9 GHz Band Used for Wi-Fi

FCC Chairman Pai has proposed draft rules that would modernize the FCC's regulation of the 5.9 GHz band (5.850-5.925 GHz) which would make new spectrum available for unlicensed uses such as Wi-Fi and provide improvements to automobile safety. This could become an opportunity for the manufacturers of alarm radios to gain access to wider-band unlicensed spectrum that can be used for more advanced, spectrum hungry operations.

Under Chairman Pai's proposal, the lower 45 megahertz of the 5.9 GHz band (5.850-5.895 GHz) would be available for unlicensed uses like Wi-Fi, while the upper 30 megahertz would be reallocated from the Dedicated Short-Range Communications (DSRC) service to the Cellular Vehicle-to-Everything (C-V2X) technology. This reallocation from the DSRC to C-V2X recognizes that the DSRC allocation has been in place for over 20 years with little or no deployment to improve automotive safety. In proposing this reallocation, the FCC noted that automakers world-wide are moving away from DSRC to C-V2X technologies – which uses cellular protocols to provide direct communications between vehicles and most other items – including other vehicles on the road, infrastructure such as light poles and cellular towers as well as cyclists, pedestrians and road workers.

In making this proposal, Chairman Pai stated that "5.9 GHz spectrum has lain fallow for far too long. For the last two decades, the American people have waited for this prime mid-band spectrum to be put to use, and the time for waiting is over." Chairman Pai continued that "[w]e should move on from DSRC and unlock forward-looking automotive safety technology. At the same time, we would make available the spectrum

needed for a 160 megahertz-wide channel for Wi-Fi, which would enable a new level of gigabit connectivity for schools, hospitals, small businesses, and other consumers. I hope my colleagues will—once again—join me in offering the American people a new chance for automotive safety communications in the 5.9 GHz band that will actually be deployed, while meeting the ever-growing demand for Wi-Fi capacity."

On October 28, the FCC issued a Public Notice announcing the tentative agenda for its upcoming November Open Meeting, which is currently scheduled for Wednesday, November 18. At the Open Meeting, the FCC is planning to consider a First Report and Order, Further Notice of Proposed Rulemaking, and Order of Proposed Modification that would adopt rules to repurpose 45 megahertz of spectrum in the 5.850-5.895 GHz band for unlicensed operations, retain 30 megahertz of spectrum in the 5.895-5.925 GHz band for the Intelligent Transportation Systems (ITS) service, and require the transition of the ITS radio service standard from Dedicated Short-Range Communications technology to Cellular Vehicle-to-Everything technology. (ET Docket No. 19-138).

## FCC Proposes $20K Fine for Operation of Modified Unlicensed Part 15 Devices

Part 15 of the FCC's Rules allows users to operate certain equipment in unlicensed portions of spectrum bands that are regulated by the FCC. Operation on unlicensed frequencies is conditioned upon the user's acceptance of any harmful interference from other users and not causing harmful interference to licensees operating in licensed radio bands. Additionally, Part 15 prohibits the unauthorized modification of devices that are authorized under Part 15 of the FCC's Rules. OSNET Wireless appears to have modified its Part 15 devices by setting the country code for a country other than the United States – which had the

effect of allowing the devices to transmit on spectrum licensed to other carriers rather than the unlicensed spectrum authorized under Part 15 of the FCC's Rules. For this reason, the FCC has proposed to fine OSNET Wireless $20,000.
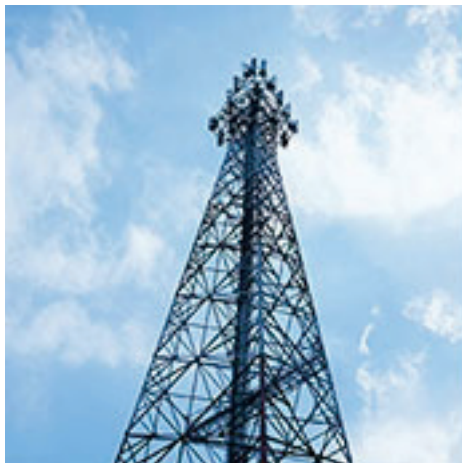
In December 2019, the FCC received an interference complaint from a Wireless Communications Service (WCS) carrier which asserted that a rooftop device was causing harmful interference to the carrier's operations in the 2300 MHz WCS band. Based upon this complaint, the FCC's Enforcement Bureau confirmed that the rooftop Ubiquiti Device was operating on 2307-2327 MHz and belonged to OSNET Wireless. Investigation revealed that one Ubiquiti Device was installed at a distant site to be operated as an access point, while the other Ubiquiti Device, located at the Transmitter Site, was configured to operate as a station (or client) of the distant Ubiquiti Device access point in order to provide fixed wireless broadband Internet service to its customer located at the Transmitter Site.

The FCC concluded that OSNET apparently violated the Rule Section 15.1(b) condition for unlicensed operation – namely that devices must be operated in accordance with Part 15 of the FCC's Rules – as well as Section 301 of the Communications Act because it was operating on licensed spectrum without a license. Alarm manufacturers and service providers often make, sell or use unlicensed spectrum radios for, e.g., wireless sensors. Once the FCC has approved the configuration of an unlicensed alarm device, it is important not to modify the device without re-certifying the modified version of the device.

## FCC Modifies Part 15 Rules to Make Way for 5G

On October 27, the FCC adopted a Report and Order amending its rules governing unlicensed wireless services provided over spectrum in the television

broadcasting bands – a.k.a. the TV white spaces. Specifically, the FCC is increasing the maximum permissible power and antenna height for fixed white space devices operating in "less congested" areas (generally rural and unserved areas) in the TV bands. The amended rules also increase the minimum required separation distances between protected services and entities operating in the band and white space devices operating at the new higher power levels and higher heights above average terrain in order to ensure that broadcast television stations are protected from harmful interference. **In addition, the FCC is permitting higher power mobile operations using white space devices in "less congested" portions of defined "geo-fenced areas", such as school bus routes or farm boundaries.** The rule changes also provide flexibility for new and innovative narrowband white space devices so that users can more fully benefit from Internet of Things applications.

Finally, the FCC also adopted a Further Notice of Proposed Rulemaking to explore whether to modify its rules to permit the use of terrain-based models to determine available TV channels for white space devices. **Alarm manufacturers should explore whether the Part 15 rule changes make the TV white space spectrum more useful for wireless alarm operations.**

# LEGISLATIVE UPDATE
By Sal Taillefer, Jr., Associate, Blooston Law
(*sta@bloostenlaw.com*)

## New Legislation

### H.R.8115 - DIGIT Act

#### Sponsor:
Rep. Welch, Peter [D-VT-At Large] (Introduced 08/25/2020)
**Committees:**
House - Energy and Commerce
**Latest Action:**
House - 08/25/2020 Referred to the House Committee on Energy and Commerce.

This bill would establish a working group of Federal stakeholders for the purpose of providing recommendations and a report to Congress relating to aspects of the Internet of Things.

Among other things, the purpose of the working group is to identify any Federal regulations, statutes, grant practices, budgetary or jurisdictional challenges, and other sector-specific policies that are inhibiting, or could inhibit, the development or deployment of the Internet of Things; identify any Federal regulations, statutes, and activities that have benefited or could benefit the development or deployment of the Internet of Things; and consider policies or programs that encourage and improve coordination among Federal agencies that have responsibilities that are relevant to the objectives of this Act. The Act provides that small, medium, and large businesses, as well as nonprofit organizations, should be consulted by the working group.

The Act also requires the Committee on Energy and Commerce to issue a notice of inquiry seeking public comment on the current, as of the date of enactment of this Act, and future spectrum needs to enable better connectivity relating to the Internet of Things.

Given the large role the Internet of Things will play in home automation,

security, and other alarm industry interests, this effort will likely require participation by AICC and its members.

## Updates

### S.4234 - Ensuring Public Safety's Access to Airwaves Act of 2020

#### Sponsor:
Sen. Cruz, Ted [R-TX] (Introduced 07/21/2020)
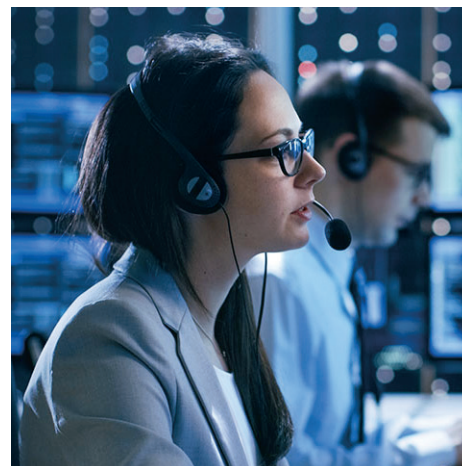**Committees:**
Senate - Commerce, Science, and Transportation
**Latest Action:**
Senate - 07/21/2020 Read twice and referred to the Committee on Commerce, Science, and Transportation.

This bill would repeal those sections of the Middle-Class Tax Relief and Job Creation Act of 2012 which require the FCC to reallocate and auction off the spectrum in the 470–512 MHz band (a.k.a. the T-Band). It would further require the Assistant Secretary of Commerce for Communications and Information to identify 42 MHz of Federal spectrum below 10.5 GHz to be reallocated instead.

While the alarm industry makes little direct use of the T-Band, it has been opposed to its reallocation and auctioning since that action was adopted in the Middle-Class Tax Relief and Job Creation Act of 2012, because of the harmful impact on existing public safety radio operations.

# TMA's ASAP-to-PSAP Continues to Grow

*ASAP saves time, improves accuracy, and increases efficiency between PSAPs and Monitoring Centers. Learn more on TMA's website.*

## 78 ASAP Active PSAP's (As of December 1, 2020)

**Alabama**
Montgomery
Morgan County

**Arkansas**
Little Rock

**Arizona**
Chandler
Phoenix
Tempe

**Colorado**
Jefferson County

**Florida**
Boca Raton
Bradenton
Charlotte County
Collier County
Manatee County
Riviera Beach
Sarasota County
West Palm Beach

**Georgia**
Alpharetta
Augusta/Richmond
   County
Dekalb County

**Maryland**
Prince George's County

**Minnesota**
Ramsey County

**Missouri**
Boone County

**North Carolina**
Cary,  Apex and
   Morrisville
Durham
Fayetteville/
   Cumberland County
Guilford County
High Point
Johnston County
Kernersville
Union County
Wilson County

**New York**
Broome County
Monroe County
Onondaga County
Ontario County
Suffolk County

**Ohio**
Cincinnati
Delaware County
Dublin
Hamilton County
Westerville

**Pennsylvania**
Bucks County
Chester County
Dauphin County
Monroeville

**Tennessee**
Bradley County
Brentwood
Hamilton County
Memphis
Murfreesboro
Nashville
Williamson County

**Texas**
Burleson
Denton County
Galveston County
Grand Prairie
Harris County

Highland Park
Houston
Missouri City
Plano
Williamson County

**Virginia**
Arlington County
Chesapeake
City of Richmond
Hanover County
Harrisonburg-
   Rockingham
Henrico County
James City County
Loudoun County
Martinsville-Henry
   County VA
Newport News
Powhatan County
Roanoke
Virginia Beach
York County

**Wisconsin**
Dane County

**Washington DC**

## PSAP's in Testing or Implementation

**Alabama**
Birmingham
Arizona
Paradise Valley

**Colorado**
Denver 911
   Communications

**Florida**
Sarasota Public Safety
   Communications
Lee County

**Illinois**
Aurora Police
   Department

**Indiana**
Indianapolis

**Kentucky**
Kenton County ECC

**Minnesota**
Anoka County

**North Carolina**
Brunswick County
Raleigh-Wake County

**New York**
Erie County

**Oregon**
Portland 911 and BOEC

**Ohio**
Chagrin Valley-Bedford
Mansfield

**Texas**
Beaumont PD
Allen

**Virginia**
Chesterfield ECC

**Washington**
Snohomish County 911
Bremerton
Tacoma-Pierce

**Wisconsin**
Brown County

# TMA Annual Awards Season Opens

*TMA Excellence and Marvel Technology Awards demonstrate a monitoring center's commitment to professional monitoring.*

It's awards season! That means it is time for your company to be recognized for its commitment to quality and professional service. Each year, TMA presents its Excellence Awards and Marvel Technology Award.

The TMA Excellence Awards program, which is sponsored by *SDM Magazine*, is entering its 15th year in 2021. FM approved, Intertek/ETL or UL-listed monitoring centers (TMA members and non-members) may enter the competition for the Monitoring Center of the Year award. The competition also features three award categories for outstanding monitoring center personnel who perform in the highest professional manner. These include: Monitoring Center Manager of the Year; Monitoring Center Operator of the Year; and Monitoring Center Support Person of the Year. The judging panel looks for ways in which the entrants contribute to the betterment of the alarm industry and the alarm profession, while demonstrating exceptional service to their customers and community.

Earlier in 2020, TMA President Don Young set up a special, ad-hoc Task Force to review and assess the Excellence Awards program. The Task Force, led by Steve Walker, STANLEY Security, completed a thorough review of the competition, from application to judging, to ensure entrants received the highest level of value and transparency. As a result, the Monitoring Center of the Year award will feature two entry categories beginning in 2021. Monitoring Centers with less than 40,000 subscribers may apply enter the SMB category and those with 40,000 or greater subscribers may enter the new Enterprise category.

"I had the great opportunity to lead this important special Task Force and to serve with other TMA members," stated Steve Walker, STANLEY Security. "Together, in collaboration with one another, I am proud of the work we did. I am pleased with the updates that have been implemented to make the competition more equitable, valuable, and transparent for all monitoring centers."

The application period for the 2021 Excellence Awards will open in early January with an entry deadline of March 12, 2021.

The TMA/SSI Marvel Technology Award recognizes professional monitoring centers for the innovation and/or implementation of cutting-edge technology. Initiated in 2018 by TMA's Technology Committee, the award is co-sponsored annually by TMA and *Security Sales & Integration Magazine (SSI)*. To be competitive today, professional monitoring centers are enhancing processes and expanding services in new, unique ways. The Marvel Award is one way to gain recognition for your company, your brand, and for your amazing, talented team.

The application period for the 2021 award is now open with an entry *deadline of March 12, 2021*. Ⓜ



## Our gift to you – Take 20% off your purchase of TMA training programs

As this year comes to a close, we wanted to say: Thank You! We are so grateful for your membership and participation in the professional monitoring community. It's been a year of unforeseen obstacles for all of us—personally and professionally. To show our appreciation, we are offering a 20% discount on all operator training offered on TMATraining.org. (Limit 10)



## Interested in speaking at a 2021 TMA Meeting?

You are cordially invited to share your experience and expertise with your colleagues in the professional monitoring industry. TMA education events are where alarm industry professionals gather to share best practices and address industry-wide issues that impact everyone. The deadline is January 22, 2021. Contact education@tma.us.

## Just a reminder to those who attended OPS-TECH 2020

If you have not completed our online evaluation for OPS-TECH 2020, please remember to take a few moments to tell us how we did! Share your feedback on your experience in our online survey. Your input is very important to us!

## Bob Harris passed, Dec. 7th

TMA extends its it sincere gratitude to those of you who responded to our call for donations for the Harris family. Sadly, after a weeks-long fight against COVID-19, Bob passed away on Dec. 7, 2020. He was 61. Upon news of his death, TMA member Les Gold shared, "He was a very special person. Honesty and integrity, second to none." The GoFundMe page is continuing to collect donations for the family.

## TMA intoduces new Five Diamond operator recertification

Certification is a vital component of professional development and usually essential in compliance training. Recertification demonstrates a commitment to maintaining competency. Recertification ensures your operator's skills and knowledge are up-to-date on the regulations and rules that are essential to their job and industry.

As we previously announced, the Five Diamond Committee and the TMA BOD has moved to include the addition of a recertification component for the Operator courses; certified operators will be required to recertify every three years. Several recertification course options will be available and discounted rates will be offered for licenses.

Full program compliance is expect by December 31, 2022, a two year period.

The program requirement will start in the 2021 Five Diamond Designation renewal cycle, first with operators that last received their certification five years ago or longer. By the end of year two, all operators must be recertified within a three year period. If necessary, requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis.

Look for more details in the coming weeks.

Thank you for your continued support of TMA and the Five Diamond Designation program!

## TMA accepting applications for IQ and FirstNet certifications

TMA is now accepting application for two of its newest certification programs.

The IQ Program is the only quality control program for installations, monitoring, maintenance, and service of electronic safety systems. TMA recently took over management of this certification.

FirstNet is a mobile broadband public-safety network that provides network communication that is faster than any commercial wireless network.

Learn more about how your company can benefit from these certification programs.

Visit ww.tma.us for details.

# Welcome!

Join us in welcoming our newest members to the TMA community! Visit the TMA website for a complete list of new and current members.

## ASSOCIATE MEMBERS

### Actuate
New York, NY
https://actuate.ai/

**Contact:** Dan Kopchik
+1 (646) 389-3340
info@actuate.ai

Actuate builds AI software to turn any security camera into a threat-detecting smart camera. Actuate was founded by Marine Officer Sonny Tai and Microsoft AI Executive Ben Ziomek with the mission of addressing America's public safety crisis. Actuate's solutions help central stations improve operational effectiveness through a suite of AI capabilities that detect a variety of threats and anomalies ranging from intruders, gun threats, loiterers, and large crowds.

### Egis Capital Partners
Summit, NJ
www.egiscapitalpartners.com
+1 (973) 994-0606

Egis Capital Partners makes control-oriented buyout and growth investments in technology-driven businesses in the Security and Protection industry. Since 2008, Egis has made 14 platform investments in the space, leading to lasting positive relationships with investors, directors, and operators within the industry. We are focused on partnering with companies that can benefit from our industry knowledge, operational and financial expertise, C-level relationships, and proactive ownership model. We target companies in North America with enterprise values ranging between $30 million and $200 million that require a total equity investment between $10 million and $80 million.

## NON-LISTED ALARM MONITORING MEMBER

### Security Data Processing Center Inc.
Bayamon, PR
https://facebook.com/teamsecdatapr

**Contact:** Wilmary Feliciano
+1 (787) 780-6573
wfeliciano@secdatapr.com

Security Data Processing Center Inc. is privately held, family-owned Corporation located in Puerto Rico since 1989. We provide alarm and video monitoring services as a wholesale central station to the subscribers thru our registered Alarm Company's Representative. Our mission is to provide high standard ongoing surveillance to the subscriber's security system that alerts of possible emergencies in their location. We thrive in constant improving and adapting new technology and services to keep up with the industry high demands.

prior to midnight of the fifth business day following the day the contract was signed or the goods or services were purchased.

Given that buyers may cancel a contract at any time until the seller provides proper notice of the right to cancel, sellers should ensure compliance with the rule. Home security companies may be well-served by waiting until the end of the buyer's cancellation period to begin services. Moreover, sellers should review home solicitation activities on a state-by-state basis as state home solicitation laws may provide greater protections for buyers or impose additional documentation requirements. **M**

*Cultivated over 120 years, Venable's capabilities span virtually every industry and all areas of regulatory and government affairs, corporate and business law, intellectual property, and complex litigation. Learn more about the practice at www.venable.com.*

**H.R.6395 - William M. (Mac) Thornberry National Defense Authorization Act for Fiscal Year 2021**

**Sponsor:**
Rep. Smith, Adam [D-WA-9] (Introduced 03/26/2020)(by request)
**Committees:**
House - Armed Services
**Committee Meetings:**
07/01/20 10:00AM 06/23/20 4:30PM 06/23/20 3:00PM (All Meetings)
**Committee Reports:**
H. Rept. 116-442; H. Rept. 116-442, Part 2
**Latest Action:**
Senate - 08/05/2020 Read twice. Placed on Senate Legislative Calendar under General Orders. Calendar No. 505. (All Actions)
**Roll Call Votes:**
There have been 12 roll call votes

Section 828 of the FY 21 NDAA expresses the sense of Congress that successful implementation of the prohibition on using or procuring certain telecommunications and video surveillance equipment under section 889 of FY 19 NDAA is "critical to protecting the supply chain of the Federal Government," and, more importantly, requires "the Federal Acquisition Regulatory Council shall ensure successful implementation of such prohibition by providing sufficient time for public comment and review of any related rulemaking."

**Section 889 of the FY 19 NDAA, effective August 13, 2020, prohibits Federal agencies from entering into, extending, or renewing a contract with an entity that uses covered telecommunications and video surveillance equipment or services from designated Chinese companies, including Huawei and ZTE, in their supply chains.** This requirement has been identified by AICC members as potentially impacting their ability to enter into business arrangements with Federal agencies, or as sub-contractors for Federal contractors. M

# Welcome TMA's Five Diamond Designees for 2020-21

The monitoring centers listed below are designated TMA Five Diamond though April 2021. This designation marks a commitment to the highest industry standards.

Acadian Monitoring Services, LLC
Baton Rouge, LA
www.acadianmonitoringservices.com
Wholesale Monitoring
Designated since 05/2009

Acadian Monitoring Services, LLC
Elk Grove Village, IL
www.acadianmonitoringservices.com
Wholesale Monitoring
Designated since 12/2010

Acadian Monitoring Services, LLC
Lafayette, LA
www.acadianmonitoringservices.com
Wholesale Monitoring
Designated since 01/2005

Ackerman Security Systems
Norcross, GA
www.ackermansecurity.com
Full Service Monitoring
Designated since 09/2008

ADS Security, L.P.
Nashville, TN
www.adssecurity.com
Full Service Monitoring
Designated since 09/2003

ADT JCTX (formerly Protection One)
Irving, TX
www.adt.com
Full Service Monitoring
Designated since 10/2014

AFA Protective Systems, Inc.
Syosset, NY
www.afap.com
Full Service Monitoring
Designated since 01/2014

Affiliated Monitoring
Union, NJ
www.affiliated.com
Wholesale Monitoring
Designated since 09/2005

Alarm Central, LLC
Independence, MO
www.alarmcentral.net
Wholesale Monitoring
Designated since 03/2006

Alarm Detection Systems, Inc.
Aurora, IL
www.adsalarm.com
Full Service Monitoring
Designated since 08/ 2003

Alarm Systems
Belleville, ON
www.alarmsys.com
Full Service Monitoring - Canada
Designated since 03/2014

Alarm Tech Central Services, Inc.
Ronkonkoma, NY
www.alarmtechcentral.com
Wholesale Monitoring
Designated since 12/2009

Alarmco, Inc.
Las Vegas, NV
www.alarmco.com
Full Service Monitoring
Designated since 06/2006

Alarme Sentinelle / Sentinel Alarm
Montreal, QC
www.sentinelalarm.com
Full Service Monitoring - Canada
Designated since 12/2010

Alert 360
Tulsa, OK
www.alert360.com
Full Service Monitoring
Designated since 08/2018

All American Monitoring
Sarasota, FL
www.allamericanmonitoring.com
Wholesale Monitoring
Designated since 01/2011

Allstate Security Industries, Inc.
Amarillo, TX
www.allstatesecurity.com
Full Service Monitoring
Designated since 09/2006

American Alarm and Communications, Inc.
Arlington, MA
www.americanalarm.com
Full Service Monitoring
Designated since 04/2004

American Burglary & Fire
Fenton, MO
www.abfsecurity.com
Full Service Monitoring
Designated since 11/2005

American Electric Power
Columbus, OH
www.aep.com
Proprietary Monitoring
Designated since 11/2020
*New in 2020!*

Amherst Alarm Inc.
Amherst, NY
www.amherstalarm.com
Full Service Monitoring
Designated since 03/2004

AT&T Digital Life, Inc.
Richardson, TX
www.att.com
Full Service Monitoring
Designated since 07/2013

Atlantic Coast Alarm
Mays Landing, NJ
www.atlanticcoastalarm.com
Full Service Monitoring
Designated since 12/2009

Atlas Security Service, Inc.
Springfield, MO
www.atlassecurity.com
Full Service Monitoring
Designated since 03/2005

AvantGuard Monitoring Centers
Ogden, UT
www.agmonitoring.com
Wholesale Monitoring
Designated since 01/2007

AvantGuard Monitoring Centers
Rexburg, ID
www.agmonitoring.com
Wholesale Monitoring
Designated since 08/2016

Barcom Security, Inc.
Swansea, IL
www.barcomsecurity.com
Full Service Monitoring
Designated since 11/2007

Bay Alarm Company
Concord, CA
www.bayalarm.com
Full Service Monitoring
Designated since 01/2006

Bell Canada
Toronto, ON
www.bell.ca/smart-home
Full Service Monitoring - Canada
Designated since 04/2015

Bell Canada
Winnipeg, MB
www.bell.ca/smart-home
Full Service Monitoring - Canada
Designated since 04/2020
*New in 2020!*

Blackline Safety
Calgary, AB
www.blacklinesafety.com
Full Service Monitoring - Canada
Designated since 04/2018

Blue Ridge Monitoring (BRM)
Anderson, SC
www.blueridgemonitoring.com
Wholesale Monitoring
Designated since 07/2018

Brinks Home Security (formerly
Monitronics International)
Farmers Branch, TX
www.brinkshome.com
Wholesale Monitoring
Designated since 02/2005

Centra-Larm Monitoring Inc.
Manchester, NH
www.centra-larm.com
Wholesale Monitoring
Designated since 06/2009

Central Security Systems, Inc
Indianapolis, IN
www.central-security.ne
Full Service Monitoring
Designated since 08/2013

CenturyLink Security
Monroe, LA
www.centurylinksecurity.biz
Full Service Monitoring
Designated since 02/2005

Comporium SMA Solutions Inc.
Rock Hill, SC
www.comporiumsma.com
Full Service Monitoring
Designated since 04/2012

Cooperative Response Center, Inc. (CRC)
Austin, MN
www.crc.coop
Full Service Monitoring
Designated since 03/2011

COPS Monitoring
Boca Raton, FL
www.copsmonitoring.com
Wholesale Monitoring
Designated since 04/2014

COPS Monitoring
Hunt Valley, MD
www.copsmonitoring.com
Wholesale Monitoring
Designated since 01/2018

COPS Monitoring
Lewisville, TX
www.copsmonitoring.com
Wholesale Monitoring
Designated since 06/2014

COPS Monitoring
Nashville, TN
www.copsmonitoring.com
Wholesale Monitoring
Designated since 01/2012

COPS Monitoring
Scottsdale, AZ
www.copsmonitoring.com
Wholesale Monitoring
Designated since 02/2008

COPS Monitoring
Williamstown, NJ
www.copsmonitoring.com
Wholesale Monitoring
Designated since 05/2014

CPI Security Systems
Charlotte, NC
www.cpisecurity.com
Full Service Monitoring
Designated since 08/2009

Damar Security Systems
Sarnia, ON
https://damarsecuritysystems.com/
Full Service Monitoring - Canada
Designated since 11/2012

DGA Security Systems, Inc.
New York, NY
www.dgasecurity.com
Full Service Monitoring
Designated since 02/2005

Dispatch Center, Ltd.
San Antonio, TX
www.dispatchcenter.net
Wholesale Monitoring
Designated since 01/2019

DMC Security Services Inc.
Midlothian, IL
www.dmcsecurity.com
Full Service Monitoring
Designated since 09/2005

Doyle Security Systems, Inc.
Rochester, NY
www.godoyle.com
Full Service Monitoring
Designated since 02/2004

Dynamark Monitoring, Inc.
Hagerstown, MD
www.dynamarkmonitoring.com
Wholesale Monitoring
Designated since 02/2012

Electronix Systems Central Station Alarms, Inc.
Huntington Station, NY
www.electronixsystems.com
Full Service Monitoring
Designated since 06/2005

Ellijay Telephone Company
Ellijay, GA
www.etcbusiness.com
Full Service Monitoring
Designated since 04/2015

Engineered Protection Systems, Inc. (EPS
Security)
Grand Rapids, MI
www.epssecurity.com
Full Service Monitoring
Designated since 06/2004

FE Moran Security Solutions, LLC
Champaign, IL
www.femoransecurity.com
Full Service Monitoring
Designated since 12/2006

Federal Response Center
Springfield, MO
www.federalprotection.com
Wholesale Monitoring
Designated since 01/2006

Fire Monitoring of Canada, Inc.
St. Catharines, ON
www.fire-monitoring.com
Full Service Monitoring - Canada
Designated since 05/2009

Gillmore Security Systems Inc.
Cleveland, OH
www.gillmoresecurity.com
Full Service Monitoring
Designated since 01/2009

GM Security Technologies
San Juan, PR
www.gmsectec.com
Wholesale Monitoring
Designated since 10/2011

Guardian Alarm Systems
Shreveport, LA
www.guardianalarmsystems.com
Full Service Monitoring
Designated since 08/2017

Guardian Protection Services Inc.
Butler, PA
www.guardianprotection.com
Full Service Monitoring
Designated since 06/2020
*New in 2020!*

Guardian Protection Services Inc.
Warrendale, PA
www.guardianprotection.com
Full Service Monitoring
Designated since 09/2006

H.E.B. Grocery Co.
San Antonio, TX
www.heb.com
Proprietary Monitoring
Designated since 03/2014

Holmes Security Systems
Fayetteville, NC
www.holmeselectricsecurity.com
Full Service Monitoring
Designated since 12/2017

Huronia Alarm & Fire Security, Inc.
Midland, ON
www.huroniaalarms.com
Full Service Monitoring - Canada
Designated since 06/2013

Interface Security
Earth City, MO
www.interfacesystems.com
Full Service Monitoring
Designated since 08/2004

Interface Security
Plano, TX
www.interfacesystems.com
Full Service Monitoring
Designated since 11/2012

iWatch Communications
Beaverton, OR
www.iwatchcomm.com
Full Service Monitoring
Designated since 01/2008

Kastle Systems
Falls Church, VA
www.kastle.com
Full Service Monitoring
Designated since 06/2014

Kroger Central Alarm Control
Portland, OR
www.kroger.com
Proprietary Monitoring
Designated since 07/2015

Life Alert Emergency Response, Inc.
Encino, CA
www.lifealert.com
Full Service Monitoring
Designated since 11/2014

Life Safety Monitoring, LLC
Munhall, PA
www.mylifesafetymonitoring.com
Wholesale Monitoring
Designated since 01/2018

Matson Alarm Co Inc.
Fresno, CA
www.matsonalarm.com
Full Service Monitoring
Designated since 06/2008

Metrodial Corporation, Inc.
Hicksville, NY
www.metrodial.com
Full Service Monitoring
Designated since 11/2004

Midwest Central Dispatch (SMG Security)
Elk Grove Village, IL
www.smgsecurity.com
Wholesale Monitoring
Designated since 11/2015

Moon Security
Pasco, WA
www.moonsecurity.com
Full Service Monitoring
Designated since 03/2012

Mutual Security Services/a Kastle
Systems Company
New York, NY
www.4mutual.com
Full Service Monitoring
Designated since 05/2009

National Monitoring Center
Irving, TX
www.nmccentral.com
Wholesale Monitoring
Designated since 06/2016

National Monitoring Center
Lake Forest, CA
www.nmccentral.com
Wholesale Monitoring
Designated since 06/2016

Nationwide Central Station Monitoring Corp.
Freeport, NY
www.nationwidedigital.com
Full Service Monitoring
Designated since 04/2007

Northern911
Sudbury, ON
www.northern911.com
Full Service Monitoring - Canada
Designated since 05/2014

Paladin Technologies
Burnaby, BC
www.paladinsecurity.com
Full Service Monitoring - Canada
Designated since 04/2008

Paladin Technologies
Victoria, BC
www.paladinsecurity.com
Full Service Monitoring - Canada
Designated since 06/2016

Peak Alarm Company, Inc.
Salt Lake City, UT
www.peakalarm.com
Full Service Monitoring
Designated since 02/2006

Per Mar Security Services
Davenport, IA
www.permarsecurity.com
Full Service Monitoring
Designated since 06/2005

Post Alarm Systems
Arcadia, CA
www.postalarm.com
Full Service Monitoring
Designated since 12/2014

Quick Response
Cleveland, OH
www.quickresponse.net
Wholesale Monitoring
Designated since 10/2005

RBS Central Station
(Retail Business Services)
Salisbury, NC
www.aholddelhaize.com
Full Service Monitoring
Designated since 03/2020
*New in 2020!*

Redwire
Tallahassee, FL
www.redwireus.com
Full Service Monitoring
Designated since 03/2012

Retail Business Services (MD) (formerly
Ahold USA)
Columbia, MD
www.aholddelhaize.com
Proprietary Monitoring
Designated since 02/2012

Richmond Alarm Company
Midlothian, VA
www.richmondalarm.com
Full Service Monitoring
Designated since 06/2017

Safe Systems
Louisville, CO
www.safe-systems.com
Full Service Monitoring
Designated since 08/2004

Seacoast Security, Inc.
West Rockport, ME
www.seacoastsecurity.com/
Full Service Monitoring
Designated since 05/2014

Securitas Electronic Security, Inc.
Honolulu, HI
www.securitases.com
Full Service Monitoring
Designated since 12/2003

Securitas Electronic Security, Inc.
Uniontown, OH
www.securitases.com
Full Service Monitoring
Designated since 11/2003

Security Alarm Corporation
Port Charlotte, FL
www.securityalarmcorp.com
Full Service Monitoring
Designated since 06/2012

Security Alarm Monitoring, Inc.
Woodlyn, PA
www.electronicsecuritycorp.com
Wholesale Monitoring
Designated since 05/2009

Security Central, Inc.
Englewood, CO
www.securitycentralinc.com
Five Diamond DEALER for AvantGuard.

Security Equipment, Inc. (SEI)
Omaha, NE
www.sei-security.com
Full Service Monitoring
Designated since 07/2004

Security ONE Alarms, Inc. (KELCOM)
Leamington, ON
www.securityonealarm.com
Full Service Monitoring  - Canada
Designated since 05/2014

Security Partners, LLC
Lancaster, PA
www.securitypartners.com
Wholesale Monitoring
Designated since 04/2007

Security Partners, LLC
Las Vegas, NV
www.securitypartners.com
Wholesale Monitoring
Designated since 05/2016

Security Partners, LLC
San Antonio, TX
www.securitypartners.com
Wholesale Monitoring
Designated since 04/2014

Security Solutions
Norwalk, CT
www.securitysolutionsinc.com
Full Service Monitoring
Designated since 1/2012

SecurTek Monitoring Solutions, Inc.
Yorkton, SK
www.securtek.com
Full Service Monitoring - Canada
Designated since 05/2010

Siemens Industry, Inc.
Irving, TX
www.siemens.com
Full Service Monitoring
Designated since 03/2004

Simon Operational Intelligence Center
Indianapolis, IN
Full Service Monitoring
Designated since 01/2020
*New in 2020!*

Stanley Security (formerly Microtec)
Montréal, QC
www.microtec.ca
Full Service Monitoring - Canada
Designated since 10/2011

Statewide Central Station
Staten Island, NY
www.statewidecs.com
Wholesale Monitoring
Designated since 06/2011

Superior Central Station, Inc.
McAllen, TX
www.superiorcentral.com
Full Service Monitoring
Designated since 06/2007

Supreme Security Systems, Inc.
Union, NJ
www.supremealarm.com
Full Service Monitoring
Designated since 12/2004

Tech Systems Inc.
Buford, GA
www.techsystemsinc.com
Wholesale Monitoring
Designated since 12/2019
*New in 2020!*

Telsco Security Systems
Edmonton, AB
www.telsco.com
Full Service Monitoring - CA
Designated since 02/2016

TELUS Custom Security Systems
Vancouver, BC
www.telus.com
Full Service Monitoring
Designated since 09/2005

The Church of Jesus Christ of
Latter-day Saints
Salt Lake City
http://churchofjesuschrist.org
Proprietary Monitoring
Designated since 05/2012

The Protection Bureau
Exton, PA
www.protectionbureau.com
Full Service Monitoring
Designated since 11/2007

The Watchlight Corporation
El Cajon, CA
www.watchlight.com
Full Service Monitoring
Designated since 03/2014

Total Monitoring Services, Inc.
Sacramento, CA
www.tmscentral.org
Full Service Monitoring
Designated since 01/2012

U.S. Monitoring, Inc.
Oklahoma City, OK
www.usm-ok.com
Wholesale Monitoring
Designated since 08/2018

United Central Control
San Antonio, TX
www.teamucc.com
Wholesale Monitoring
Designated since 08/2004

United Monitoring Services, Inc.
Columbus, GA
www.ums247.com
Full Service Monitoring
Designated since 04/2004

Universal Atlantic Systems (UAS)
Paoli, PA
www.uas.com
Full Service Monitoring
Designated since 04/2004

Universal Monitoring, LLC
Charlotte, NC
https://fedorasecurity.com/universal-monitoring/
Wholesale Monitoring
Designated since 02/2018

Allied Universal Technology Services
Richardson, TX
www.aus.com
Full Service Monitoring
Designated since 07/2013

Valley Security and Alarm
Fresno, CA
www.valleysecurityandalarm.com
Full Service Monitoring
Designated since 10/2017

Vancouver Fire & Security
Richmond, BC
www.radiussecurity.ca
Wholesale Monitoring - Canada
Designated since 07/2012

Vector (East)
Plymouth Meeting, PA
www.vectorsecurity.com
Full Service Monitoring
Designated since 08/2003

Vector (West)
Warrendale, PA
www.vectorsecurity.com
Full Service Monitoring
Designated since 08/2003

Vigilante Security, Inc.
Troy, MI
www.vigilantesecurity.com
Full Service Monitoring
Designated since 05/2016

Vivint Inc. - MN
Eagan, MN
www.vivint.com
Full Service Monitoring
Designated since 03/2014

Vivint Inc. - UT
Provo, UT
www.vivint.com
Full Service Monitoring
Designated since 03/2014

VRI-The Care Center
Franklin, OH
www.monitoringcare.com
Full Service Monitoring
Designated since 04/2006

Vyanet Operating Group, Inc.
Bend, OR
www.vyanet.com
Full Service Monitoring
Designated since 12/2014

Walmart Alarm Central
Bentonville, AR
Proprietary Monitoring
Designated since 06/2012

Washington Alarm, Inc.
Seattle, WA
www.washingtonalarm.com
Full Service Monitoring
Designated since 12/2006

Wayne Alarm Systems, Inc.
Lynn, MA
www.waynealarm.com
Full Service Monitoring
Designated since 11/2003

Wegmans Food Markets, Inc.
Rochester, NY
www.wegmans.com
Proprietary Monitoring
Designated since 04/2008

WH International Response Center
Rockford, MN
www.whirc.com
Full Service Monitoring
Designated since 12/2004

**Learn how to earn your Five Diamond certification. Visit www.tma.us/programs/ tma-five-diamond/**

## TMA Volunteer Opportunities

Did you know that one of the best ways to realize the greatest value of your TMA membership is to actively engage in the association community?

There are many ways for members to take part in TMA's initiatives. Volunteering is a win for TMA and a win for the member! Benefit from network building, brand and reputation enhancement, and potential new business.

### TMA Webinar
TMA webinars are purely educational and provide an environment for members to learn about industry trends, updates and innovations.

Topic ideas and speakers for just-in-time 45 min/15 min Q&A virtual programs are sought on topics of interest to the professional monitoring industry.

### Meeting Track Planning
TMA's annual meeting showcases educational topics that include keynote speakers and panels geared towards executive-level company owners and representatives. Help to select speakers that will provide high value to all attendees. Online research and reference gathering for paid speakers; and program development.

end with a note of optimism. The crisis is a moment in time and it does not define your company. However, your leadership skills will define you as a leader during and post crisis. M

*Kirk MacDowell, CEO and Founder of MacGuard Security Advisors, LLC, a consultancy specializing the electronic security industry. Services include business operations assessment, critical projects leadership, and industry analysis. He also assists companies in identifying various growth opportunities such as attrition mitigation, new channels to market, strategic alliances and robust M&A candidates.*

# Monitoring Center Operator Level 1 Training Graduates

*USA and international graduates completed September 1, 2020 to November 30, 2020*

| First | Last | Company | Graduated |
|---|---|---|---|
| Isabel | Abarca-Macphee | Vivint, Inc. | 10/11/2020 |
| Nathaniel | Adams | Vivint, Inc. | 10/1/2020 |
| Debra | Adkinson | Alert 360 | 9/30/2020 |
| Christian | Aldrich | Guardian Protection Services | 9/4/2020 |
| Chelsi | Alexander | Securitas Electronic Security | 9/8/2020 |
| Elvia | Alvarez | ADT | 10/15/2020 |
| Nevre | Anderson | Vivint, Inc. | 10/7/2020 |
| Priscilla | Andrade | UAS | 10/17/2020 |
| David | Ashbaugh | Vector WEST | 10/6/2020 |
| Michael | Atkins | Securitas Electronic Security | 10/19/2020 |
| Wesley | Ayala | Supreme Security Systems | 9/12/2020 |
| Judy | Ayre | Vector EAST | 10/21/2020 |
| Shaina | Baker | Comporium SMA Solutions Inc | 10/16/2020 |
| Devin | Baker | Operational Intelligence Center | 9/4/2020 |
| Penny | Barnfather | Vector EAST | 11/23/2020 |
| Brissa | Barra | Vivint, Inc. | 11/11/2020 |
| Noah | Beausoleil | Northern911 (CA) | 10/29/2020 |
| Jurikat | Beccerra | VRI | 11/10/2020 |
| Fredrick | Bellamy | Securitas Electronic Security | 9/4/2020 |
| Jaycee | Bement | Vivint, Inc. | 9/21/2020 |
| Nathaniel | Bent | Vivint, Inc. | 11/10/2020 |
| Brian | Biggers | Alert 360 | 10/14/2020 |
| Samara | Bloom | Sentinelle Alarm (CA) | 10/29/2020 |
| Robert | Bolar | Securitas Electronic Security | 11/13/2020 |
| Lamia | Bouali | Sentinelle Alarm (CA) | 10/12/2020 |
| Heidi | Bournelis | Securitas Electronic Security | 9/4/2020 |
| Nora | Bouwens | AV Lauttamus Communications Inc. | 9/9/2020 |
| Danielle | Bowman | Acadian Monitoring Services | 9/22/2020 |
| Ashley | Boyle | Quinte Kawartha Alarm Systems (CA) | 10/30/2020 |
| Eric | Brayman | Mahoney Alarms | 9/21/2020 |
| Meliss | Brito | Vivint, Inc. | 9/30/2020 |
| Francois | Brochu | ADT By Telus (CA) | 9/8/2020 |
| Kafi | Brown | Essentia Limited (TT) | 11/7/2020 |
| Tori | Brown | Securitas Electronic Security | 10/23/2020 |
| Alex | Bruck | Doyle Security | 10/29/2020 |
| Michelle | Brunelle | Mahoney Alarms | 11/3/2020 |
| Joseph | Buhidar | Vivint, Inc. | 11/4/2020 |
| David | Burleigh | Vivint, Inc. | 11/5/2020 |
| Carina | Burrell | Blue Ridge Monitoring | 10/24/2020 |
| Shanna | Bush | THRIVE Intelligence | 10/27/2020 |
| Deliz | Byrd | Alert 360 | 10/9/2020 |
| Zenif | Caballero | Vivint, Inc. | 9/22/2020 |
| Jose | Cabrera | Operational Intelligence Center | 9/4/2020 |
| Jesus | Cabrera | Peak Alarm Company | 9/29/2020 |
| Yvette | Cairns | Huronia Alarm & Fire Security, Inc. (CA) | 9/14/2020 |
| John | Caldwell | Stanley Security | 11/25/2020 |
| Willow | Call | AV Lauttamus Communications Inc. | 9/16/2020 |
| Anson | Call | Vivint, Inc. | 9/18/2020 |
| Gregory | Calvo | Avantguard Monitoring Centers | 9/9/2020 |
| Dakota | Cameron | Avantguard Monitoring Centers | 11/2/2020 |
| Stephanie | Campbell | Alert 360 | 9/13/2020 |
| Brianna | Campos | Post Alarms Systems | 11/15/2020 |
| Ty | Cannon | Avantguard Monitoring Centers | 9/10/2020 |
| Danny | Carr | Tech Systems Inc | 11/19/2020 |
| Mario | Carter | THRIVE Intelligence | 10/6/2020 |
| Brianna | Casares | Interface Security | 9/5/2020 |
| Stephany | Castaneda | Interface Security Systems | 9/28/2020 |
| Cintia | Castillo | Brinks Home Security | 9/26/2020 |
| Katelyn | Cegla | Vivint, Inc. | 9/29/2020 |
| Brianna | Chacon | Vivint, Inc. | 9/23/2020 |
| David | Chemago | Six Technologies Monitoring Solutions Inc. (CA) | 9/21/2020 |
| Shasty | Clemente Bill | Genesis Security Services, Inc | 11/17/2020 |
| Aaron | Cobabe | Avantguard Monitoring Centers | 11/30/2020 |
| Christopher | Cook | United Central Control | 9/14/2020 |
| Keli | Coolley | Monitoring America Alarm Co-Op | 9/15/2020 |
| Samantha | Coryell | Center for Domestic Preparedness | 9/18/2020 |
| Darryl | Costales | TELUS Custom Security Systems (CA) | 11/25/2020 |
| Blade | Courville | Acadian Monitoring Services | 10/1/2020 |
| Jonathan | Cowan | Hunter Security Inc | 10/13/2020 |
| Kiana | Curtis | United Central Control | 11/18/2020 |
| Solange | Dapaa | Vivint, Inc. | 9/22/2020 |
| Chelsea | Daunais-Ingram | ADT By Telus (CA) | 9/29/2020 |
| Wendy | Davis | Securitas Electronic Security | 9/7/2020 |
| Brinley | Davis | Vivint, Inc. | 11/13/2020 |
| Alaa | Dawod | Paladin Technologies Inc (CA) | 9/28/2020 |
| Jorge | De La Cruz | ADT | 10/14/2020 |
| Necole | De Rurange | Vivint, Inc. | 9/22/2020 |
| Jacqueline | DeFranco | Alert 360 | 10/21/2020 |
| Alexis | Dehner | DGA Security | 11/13/2020 |
| Alexander | Delgado | ADT | 9/6/2020 |
| Alicia | Delillo | Alarm Tech Central Services | 9/2/2020 |
| Alexis | Demers | Northern911 (CA) | 10/14/2020 |
| Laura | Diaz | HVAC Concepts - A Fidelity Building Services Group Co. | 9/2/2020 |
| Raven | Dickson-Meloche | Sentinelle Alarm (CA) | 9/29/2020 |
| Joel | Doiron | Northern911 (CA) | 11/17/2020 |
| Arthur | Dolly | Eastern Credit Union Cooperative Society Ltd. (TT) | 11/9/2020 |
| Nesrine | Doukali | ADT By Telus (CA) | 10/28/2020 |
| Steve | Drino | Mahoney Alarms | 9/22/2020 |
| Makyla | Early | Tech Systems Inc | 10/31/2020 |
| Tristen | Ebo | ADT | 9/12/2020 |
| Breanna | Eccleston | VRI | 9/10/2020 |
| Ashley | Eklund | Vivint, Inc. | 9/24/2020 |
| Justin | Ellis | Vivint, Inc. | 11/5/2020 |
| Amber | Engelke | Stanley Convergent Security Solutions, Inc. | 10/5/2020 |
| Kennedy | Essex | Vivint, Inc. | 11/10/2020 |
| Tyler | Forney | Securitas Electronic Security | 11/23/2020 |
| Jennifer | French | Securitas Electronic Security | 9/4/2020 |
| Izbeth | Gabriel | Vivint, Inc. | 9/18/2020 |
| Brandon | Gapinski | Vivint, Inc. | 10/9/2020 |
| Dandre | Gilmore | Securitas Electronic Security | 9/4/2020 |
| Daniel | Glaser | THRIVE Intelligence | 10/6/2020 |
| Dillon | Glokler | Centralarm | 9/11/2020 |
| Alexander | Gomez | Vivint, Inc. | 10/20/2020 |
| James | Gonzalex-Martinez | VRI | 11/17/2020 |
| Teresa | Gonzalez | United Central Control | 9/22/2020 |
| Caroline | Gottfredson | Avantguard Monitoring Centers | 9/8/2020 |
| Caran | Grant | Paladin Technologies Inc (CA) | 9/5/2020 |
| Clyve | Grant | Securitas Electronic Security | 11/23/2020 |
| Shawna | Gray | Redwire | 9/10/2020 |
| Jewlliet | Guzman | Avantguard Monitoring Centers | 9/23/2020 |
| Ivannia | Guzman | VRI | 11/29/2020 |
| Chance | Hailey | Alarmco | 10/28/2020 |
| Teaka | Hall | AV Lauttamus Communications Inc. | 9/30/2020 |
| Zach | Hall | ETC Communications | 9/3/2020 |
| Kyle | Hallows | KINGS III | 9/20/2020 |
| Shantal | Halls | Essentia Limited (TT) | 11/7/2020 |
| Joslyn | Hamilton | Per Mar Security Services | 11/6/2020 |

**French Canadian**

**Spanish**

| First | Last | Company | Graduated |
|---|---|---|---|
| Carly | Hammond | Vivint, Inc. | 11/10/2020 |
| Mike | Hanley | HVAC Concepts - A Fidelity Building Services Group Company | 9/22/2020 |
| Hannah | Harper | Avantguard Monitoring Centers | 9/10/2020 |
| Maleeka | Hartwell | Sonitrol Great Lakes | 11/18/2020 |
| Darion | Harvey | VRI | 9/11/2020 |
| Aidan | Hatch | Securitas Electronic Security | 10/2/2020 |
| Dustin | Hauff | Alert 360 | 11/4/2020 |
| Wraylynn | Hendry | Alarmco | 11/15/2020 |
| Faylyn | Herseim | Kroger Central Alarm Control | 9/17/2020 |
| Peggy | Hibbs | AV Lauttamus Comm.Inc. | 9/10/2020 |
| Devonte | Hill | Securitas Electronic Security | 9/4/2020 |
| Andrea | Hiner | FE Moran | 10/3/2020 |
| Shabastain | Holmes | Doyle Security | 10/29/2020 |
| Eric | Humes | Securitas Electronic Security | 11/13/2020 |
| Joseph | Hutto | Avantguard Monitoring Centers | 9/28/2020 |
| Jackson | Hyde | Avantguard Monitoring Centers | 9/23/2020 |
| Gerice | Jackson | United Central Control | 11/23/2020 |
| Dominique | Jacobs | Interface Security | 9/10/2020 |
| Jordan | Johnson | Acadian Monitoring Services | 9/15/2020 |
| Christopher | Johnson | Alarmco | 10/19/2020 |
| Glenn | Jomisko | Alarm Specialist Corporation | 11/12/2020 |
| Sharnae | Jones | Interface Security Systems | 11/10/2020 |
| David | Jones | Vivint, Inc. | 9/21/2020 |
| Marie | Joseph | VRI | 11/12/2020 |
| Allison | Judkins | Avantguard Monitoring Centers | 10/15/2020 |
| Jacob | Kasperowicz | ADT By Telus (CA) | 11/27/2020 |
| Jean | Kayinamura | ADT By Telus (CA) | 10/29/2020 |
| Layo | Kennedy Batista De Assis | Paladin Technologies Inc (CA) | 10/8/2020 |
| Marissa | Kim | Securitas Electronic Security | 11/13/2020 |
| Alex | Kinman | Avantguard Monitoring Centers | 9/8/2020 |
| John | Kirkham | Avantguard Monitoring Centers | 9/9/2020 |
| Natacha | Kitchen | Securitas Electronic Security | 10/23/2020 |
| Andrew | Knox | Vivint, Inc. | 9/26/2020 |
| MacKenzie | Kownack | Centralarm | 11/3/2020 |
| Jazmine | Labonté-Paisible | ADT By Telus (CA) | 10/28/2020 |
| Julie | Lackey | Sonitrol Great Lakes | 9/17/2020 |
| Jasmine | LaFleur | Brinks Home Security | 10/2/2020 |
| Elsbeth | Lamarre | ADT By Telus (CA) | 11/26/2020 |
| Adam | Landin | Vivint, Inc. | 9/24/2020 |
| Nancy | LaNier | Doyle Security | 10/29/2020 |
| Ebony | Lazare | Acadian Monitoring Services | 11/19/2020 |
| Nicole | Lebel | Northern911 (CA) | 9/30/2020 |
| Billy | Lee | Guardian Alarm Systems | 9/29/2020 |
| Dante | Lee | Interface Security | 11/9/2020 |
| Pierce | Lewis | Avantguard Monitoring Centers | 11/5/2020 |
| Joslin | Linder | Vivint, Inc. | 9/26/2020 |
| Ann | Linton | Dynamark Monitoring | 9/9/2020 |
| Shelby | Lloyd | Alert 360 | 10/22/2020 |
| Tyler | Long | Securitas Electronic Security | 11/20/2020 |
| Marine | Lopez | ADT | 10/14/2020 |
| Stephanie | Lopez | Post Alarms Systems | 11/23/2020 |
| Jane | Lott | Vivint, Inc. | 9/26/2020 |
| Patrick | Madden | Vivint, Inc. | 11/11/2020 |
| Michelle | Maddux | Vivint, Inc. | 11/7/2020 |
| Gabriella | Manwill | Vivint, Inc. | 11/9/2020 |
| David | Marrero | Avantguard Monitoring Centers | 10/13/2020 |
| Venus | Marzan | Watchlight | 9/4/2020 |
| Siara | McAuley | Per Mar Security Services | 11/6/2020 |
| TariQ | McGee | Alarmco | 10/18/2020 |
| Erica | Mcmiller | Securitas Electronic Security | 9/8/2020 |
| Chrissy | McShane | Northern911 (CA) | 10/29/2020 |
| Bailey | McWilliams | Seacoast Security | 10/4/2020 |
| James | Mead | Vivint, Inc. | 11/5/2020 |
| Kiera | Medina | Vivint, Inc. | 11/5/2020 |
| Genesis | Medina | VRI | 9/23/2020 |
| Roberto | Melendez | GM Security Technologies | 10/12/2020 |
| Ineabelle | Melendez | GM Security Technologies | 9/30/2020 |

| First | Last | Company | Graduated |
|---|---|---|---|
| Jonathan | Michaud-Lapierre | ADT By Telus (CA) | 11/27/2020 |
| Peighton | Miller | Securitas Electronic Security | 9/4/2020 |
| Corrin | Miller | Securitas Electronic Security | 11/19/2020 |
| Jesse | Miller | THRIVE Intelligence | 11/10/2020 |
| Anela | Moananu | Securitas Electronic Security | 9/5/2020 |
| Chanti | Mobley | Brinks Home Security | 10/5/2020 |
| Dave | Mondrzejewski | ADT By Telus (CA) | 9/15/2020 |
| Daniel | Morenko | Vector EAST | 9/2/2020 |
| Katie | Morgan | Vivint, Inc. | 11/4/2020 |
| Richelle | Moriarty | Houle Electric (CA) | 9/27/2020 |
| Kerri | Mosher | Mahoney Alarms | 9/27/2020 |
| Shaunice | Murphy | Interface Security Systems | 11/3/2020 |
| Heather | Myers | The Protection Bureau | 9/18/2020 |
| Kimberlie | Nails | Central Station, Inc. | 9/25/2020 |
| Bram | Nauta | Vivint, Inc. | 11/9/2020 |
| Savannah | Nay | Vivint, Inc. | 11/10/2020 |
| Spencer | Nettles | Avantguard Monitoring Centers | 9/22/2020 |
| Ayanna | Newman | Securitas Electronic Security | 10/23/2020 |
| Qui | Nguyen | Pro-Vigil | 10/24/2020 |
| Chirstopher | Nguyen | Sentinelle Alarm (CA) | 10/19/2020 |
| Izak | Nipp | CRC | 10/22/2020 |
| Andre | Noble | Compass Security Solutions | 9/2/2020 |
| Samantha | Norelus | ADT By Telus (CA) | 9/24/2020 |
| Anna | Omulo | VRI | 9/25/2020 |
| Agnes | Ortlep | Tech Systems Inc | 10/28/2020 |
| Cody | Ostler | Vivint, Inc. | 9/21/2020 |
| Ewin | Pagan | GM Security Technologies | 9/26/2020 |
| Christian | Palma | Matson Alarm | 9/29/2020 |
| Joshua | Pandy | THRIVE Intelligence | 11/3/2020 |
| Sandra | Parmegiani | HVAC Concepts - A Fidelity Building Services Group Co. | 11/24/2020 |
| Kristi | Parras | ADT | 10/14/2020 |
| Malisa | Patterson | Per Mar Security Services | 9/25/2020 |
| Jill | Peterson | Securitas Electronic Security | 11/19/2020 |
| Bryant | Phethmanh | Acadian Monitoring Services | 11/18/2020 |
| Khalia | Pickering-Cowie | Associated Security Corp. | 11/25/2020 |
| Jeffrey | Pigeon | Northern911 (CA) | 9/30/2020 |
| Frances | Preston | THRIVE Intelligence | 10/1/2020 |
| Jill | Prostko | AV Lauttamus Comm.Inc. | 9/20/2020 |
| Jim | Pulito | Mahoney Alarms | 11/2/2020 |
| Rozlynn | Pulliam | Per Mar Security Services | 10/3/2020 |
| John | Purchase | Mahoney Alarms | 10/28/2020 |
| Eleanor | Purves | Vivint, Inc. | 9/21/2020 |
| Justin | Racouillat | Guardian Alarm Systems | 9/29/2020 |
| Jacob | Rathbone | Vivint, Inc. | 9/21/2020 |
| Krystal | Ratteray-Celesna | Compass Security Solutions | 11/17/2020 |
| Lyndsay | Reid | Wayne Alarm Systems, Inc. | 9/28/2020 |
| Nataly | Reyes | Brinks Home Security | 11/29/2020 |
| Tracey | Reynolds | Mahoney Alarms | 11/17/2020 |
| Spencer | Rice | Alarm Detection Systems, Inc. | 9/13/2020 |
| Kali | Richardson | Vivint, Inc. | 10/8/2020 |
| Decembra | Roberts | Per Mar Security Services | 11/9/2020 |
| Malachi | Roberts | Securitas Electronic Security | 11/19/2020 |
| Merridith | Roberts | Securitas Electronic Security | 10/23/2020 |
| Pamela | Robertson | Vivint, Inc. | 11/6/2020 |
| Jhonna | Rodriguez | VRI | 9/12/2020 |
| Kristi | Rogers | Valley Security & Alarm | 11/11/2020 |
| Anthony | Romero | Valley Security & Alarm | 10/28/2020 |
| Madison | Roscoe | Vector WEST | 11/3/2020 |
| Kyle | Routsong | Vivint, Inc. | 11/11/2020 |
| Josea | Rubenstein | Vector WEST | 11/3/2020 |
| Gratia | Rudakubana | ADT By Telus (CA) | 10/15/2020 |
| Regina | Ruelan | COPS Monitoring - New Jersey | 10/14/2020 |
| Stacie | Rushton | Northern911 (CA) | 10/14/2020 |
| Sally | Rutter | AV Lauttamus Comm. Inc. | 9/12/2020 |
| Diana | Salerno | AV Lauttamus Comm. Inc. | 9/7/2020 |
| Jackeline | Santiago Lopez | Vivint, Inc. | 10/9/2020 |
| Michael | Seabrooks | DGA Security | 11/13/2020 |
| Indianna | Shosted | Vivint, Inc. | 11/5/2020 |
| Regina | Shreves | AV Lauttamus Comm. Inc. | 9/8/2020 |

| First | Last | Company | Graduated | First | Last | Company | Graduated |
|-------|------|---------|-----------|-------|------|---------|-----------|
| D'Syre | Sims | Redwire | 9/11/2020 | Lauren | Wardle | Vivint, Inc. | 10/13/2020 |
| Shane | Smith | Alarmco | 11/14/2020 | Destine | Weathers | Brinks Home Security | 9/2/2020 |
| Kristie | Smith | AV Lauttamus Comm. Inc. | 9/18/2020 | Alain | Wehbe | ADT By Telus (CA) | 9/2/2020 |
| Austin | Smith | Avantguard Monitoring Centers | 11/6/2020 | Karla | West | AV Lauttamus Comm. Inc. | 9/9/2020 |
| Brandon | Smith | Tech Systems Inc | 11/17/2020 | James | West | Vivint, Inc. | 10/7/2020 |
| Lydia | Soto Cubero | VRI | 9/28/2020 | Sadie | Weston | Avantguard Monitoring Centers | 9/10/2020 |
| Crystal | Standard | Alarmco | 10/31/2020 | Jeffrey | Whiston | THRIVE Intelligence | 9/15/2020 |
| Paisley | Stevens | Avantguard Monitoring Centers | 9/22/2020 | Luke | White | Vivint, Inc. | 10/7/2020 |
| Donna | Strom | United Central Control | 9/11/2020 | Jordan | Whitmer | Vivint, Inc. | 11/9/2020 |
| Parker | Stucki | Avantguard Monitoring Centers | 9/8/2020 | Peter | Wilkes | Avantguard Monitoring Centers | 11/2/2020 |
| Laryn | Sullivan | Securitas Electronic Security | 9/9/2020 | Melissa | Williams | American Burglary & Fire, Inc. | 10/16/2020 |
| Sheryl | Suppa | AV Lauttamus Comm.Inc. | 9/13/2020 | Khari | Williams | THRIVE Intelligence | 10/28/2020 |
| Zoe | Szok | Centralarm | 11/4/2020 | Janine | Williams | THRIVE Intelligence | 11/3/2020 |
| Jasmine | Tabron | Brinks Home Security | 10/6/2020 | Melissa | Williams | Vivint, Inc. | 11/5/2020 |
| Nick | Teasdale | Sentinelle Alarm (CA) | 10/17/2020 | Taiana | Williamson | Avantguard Monitoring Centers | 11/5/2020 |
| Jordan | Temple | Associated Security Corp. | 11/27/2020 | James | Willis | Alert 360 | 10/15/2020 |
| Elijah | Tenta | Vivint, Inc. | 9/25/2020 | Justin | Wilson | Avantguard Monitoring Centers | 9/9/2020 |
| Aaliyah | Thomas | Acadian Monitoring Services | 10/14/2020 | Slater | Wilson | Avantguard Monitoring Centers | 9/9/2020 |
| Devon | Thomas | AV Lauttamus Comm. Inc. | 9/12/2020 | Clayton | Wilson | ETC Communications | 9/1/2020 |
| Tumyra | Thomas | Interface Security Systems | 10/21/2020 | Ashley | Witt | Peak Alarm Company | 11/18/2020 |
| Josephine | Thompson | Damar Security Services/ Security Response Center (CA) | 11/9/2020 | Phillip | Wohlfehrt | Alarm Specialist Corporation | 11/12/2020 |
| Veronica | Torres | ADT | 10/16/2020 | Kristann | Wood | Central Security & Communications | 10/23/2020 |
| Daniel | Trottier | Fire Monitoring of Canada, Inc. | 11/28/2020 | Michelle | Wood | Paladin Technologies Inc (CA) | 10/24/2020 |
| Ange | Tuyizere | ADT By Telus (CA) | 11/25/2020 | Rickia | Wright | Brinks Home Security | 9/27/2020 |
| Joey | Usie | Guardian Alarm Systems | 10/20/2020 | Brenden | Wright | ETC Communications | 10/13/2020 |
| Marialosa | Vaivai | Alert Alarm of Hawaii | 11/5/2020 | Amber | Zimtbaum | Vivint, Inc. | 11/5/2020 |
| Dianna | Vasquez | Brinks Home Security | 11/26/2020 | | | | |
| Robyn | Vaughn | Blue Ridge Monitoring | 9/28/2020 | | | | |
| Johanna | Veras Cortes | VRI | 9/14/2020 | | | | |
| Melissa | Veres | AV Lauttamus Comm.Inc. | 9/14/2020 | | | | |
| Jamie | Vick | G4S Secure Integration LLC | 9/6/2020 | | | | |
| Shay | Viloria | Valley Security & Alarm | 9/17/2020 | | | | |
| Heather | Vosburg | Turner Security Systems, Inc. | 10/7/2020 | | | | |
| Michael | Wall | American Alarm & Comm.Inc. | 11/17/2020 | | | | |
| Kimmy | Walters | Sentinelle Alarm (CA) | 10/17/2020 | | | | |

# Operator Level 2 Training Graduates

## Legacy Operator 2 Training Graduates

| First | Last | Company | Graduated |
|-------|------|---------|-----------|
| Sherry | Baker | HVAC Concepts - A Fidelity Building Services Group Company | 9/12/2020 |
| Tina | Barton | HVAC Concepts - A Fidelity Building Services Group Company | 9/20/2020 |
| Sara | Dembro | Wayne Alarm Systems, Inc. | 9/3/2020 |
| Frances | Gonzales | Watchlight | 9/16/2020 |
| Michael | Sherman | Wayne Alarm Systems, Inc. | 10/27/2020 |

## Revised Operator 2 Training Graduates

| First | Last | Company | Graduated |
|-------|------|---------|-----------|
| Mauricio | Aguilar | Supreme Security Systems | 9/24/2020 |
| Devin | Baker | Operational Intelligence Center | 9/8/2020 |
| Haley | Baltzer | COPS Monitoring - New Jersey | 10/6/2020 |
| Tanya | Banks | Life Safety Monitoring, LLC | 11/8/2020 |
| Aaliyah | Burton | COPS Monitoring - New Jersey | 10/12/2020 |
| Jose | Cabrera | Operational Intelligence Center | 9/7/2020 |
| Yvette | Cairns | Huronia Alarm & Fire Security, Inc. (CA) | 9/17/2020 |
| John | Caldwell | Stanley Security | 11/24/2020 |
| Jenny Natalie | Charles | Essentia Limited (TT) | 11/21/2020 |
| Scott | Cornell | Mahoney Alarms | 9/25/2020 |
| Natalia | Cortes | COPS Monitoring - New Jersey | 9/25/2020 |
| Kathleen | Daly | COPS Monitoring - New Jersey | 10/12/2020 |
| Kanika | Daniels | COPS Monitoring - New Jersey | 10/12/2020 |
| Laura | Diaz | HVAC Concepts - A Fidelity Building Services Group Company | 9/4/2020 |
| Aydan | Doyle | COPS Monitoring - New Jersey | 10/1/2020 |
| Steve | Drino | Mahoney Alarms | 10/11/2020 |
| Samantha | Estrada | COPS Monitoring - Texas | 11/17/2020 |
| Valeria | Fierro | COPS Monitoring - Scottsdale | 11/17/2020 |
| Michael | Hankins | Greenmarbles | 9/11/2020 |
| Mike | Hanley | HVAC Concepts - A Fidelity Building Services Group Company | 9/28/2020 |
| Skyeler | Kitchens | Amherst Alarm, Inc. | 9/30/2020 |
| Raychell | Love | COPS Monitoring - New Jersey | 9/19/2020 |
| Christin | Miller | ADS Security L.P. | 9/18/2020 |
| Zulaika | Mjasiri-Brown | Alarmco | 10/31/2020 |
| Richelle | Moriarty | Houle Electric (CA) | 9/29/2020 |
| Vanessa | Ortiz | GM Security Technologies | 11/25/2020 |
| Christian | Palma | Matson Alarm | 9/30/2020 |
| Sandra | Parmegiani | HVAC Concepts - A Fidelity Building Services Group Company | 11/27/2020 |
| Malisa | Patterson | Per Mar Security Services | 10/2/2020 |
| Siobhan | Petrick | COPS Monitoring - New Jersey | 10/18/2020 |
| Heather | Pluta | COPS Monitoring - New Jersey | 9/22/2020 |
| Robert | Prospero | COPS Monitoring - New Jersey | 10/10/2020 |
| Taylor | Pruett | COPS Monitoring - New Jersey | 10/1/2020 |
| Rozlynn | Pulliam | Per Mar Security Services | 11/25/2020 |
| Megan | Taylor | ADS Security L.P. | 10/28/2020 |
| Jamie | Vick | G4S Secure Integration LLC | 9/13/2020 |
| Heather | Vosburg | Turner Security Systems, Inc. | 10/21/2020 |
| Phillip | Wohlfehrt | Alarm Specialist Corporation | 11/16/2020 |

emerging across the industry. While these products were trending upward prior to the onset of the pandemic, needs increased with the rise in unoccupied business spaces. Historical highs in unemployment and a struggling economy, which led to heightened crime in some areas, also increased the need for surveillance of commercial spaces.

SIA's Security Megatrends research identified artificial intelligence (AI) as the definitive trend for 2021. "We're seeing AI shape companies' product road maps, and buyers are interested in these solutions. AI is rapidly appearing in security solutions of all types; video gets a lot of attention, but it's also shaping intrusion, access and audio. The promise to connect all these smart solutions with goals of automation, comfort, energy efficiency, safety, security and convenience will mean long-term growth opportunities."

"The proactive video monitoring market is growing rapidly; more security cameras are being installed; and customers' expectations are changing. In the past, service providers simply used video to verify breaches, but today, customers expect their providers to help protect lives and property using the latest technologies," offered Dan Kopchik, VP, Actuate. Kopchik went on to share that such video monitoring services create an opportunity for monitoring centers and other security service providers to build recurring revenue.

"By deploying advanced analytics software that can effectively minimize false positives, identify threats, and detect behavioral anomalies, the ability for video surveillance businesses to layer these analytics over existing security camera networks will be what differentiates them from their competition early in the new era."

Charles Volschenk, U.S. Manager for Davantis Technologies, concurs with Kopchik, adding, "With significant

## THE FUTURE OF SECURITY

In December 2019, STANLEY Security identified 10 trends it expected would impact security consumers in 2020 and published those in its first annual Industry Trends Report.

These trends were based on insights from leaders across STANLEY Security, survey data from decision-makers across North America and Europe and monitoring data from more than 400,000 STANLEY Security customers.

Today, many of those trends ring true more than ever before, and the company is seeing new and renewed interest in specific security solutions.

- Advanced Visitor Management
- Interoperable Emergency Communication
- Alarm Verification
- Cybersecurity
- Data Analytics
- Cloud-Based Solutions
- Remote Services

progress having been made in the area of outdoor video detection analytics, operators can now be accurately notified of intrusions and can react within seconds - requiring only a few mouse-clicks to verify, talk-down, activate lights and sirens, and dispatch law enforcement." According to Volschenk, this quick reaction almost always results in the intruder fleeing the premises without damage to property. "Where security or law enforcement resources have to be dispatched, they can respond faster and with accurate incident information, which is to their advantage. Customers avoid the stress of receiving unverified intrusion panel alarms at inconvenient hours, and the quick operator response protects them from suffering damage or loss."

The CEO of Sentry AI, Uday Kiran Chaka, believes monitoring centers have the infrastructure in place to offer their customers a lot more than alarm processing and video verification during off-hours. "With the emergence of Artificial Intelligence (AI)-powered solutions, fast adopters will add new revenue streams in 2021, such as
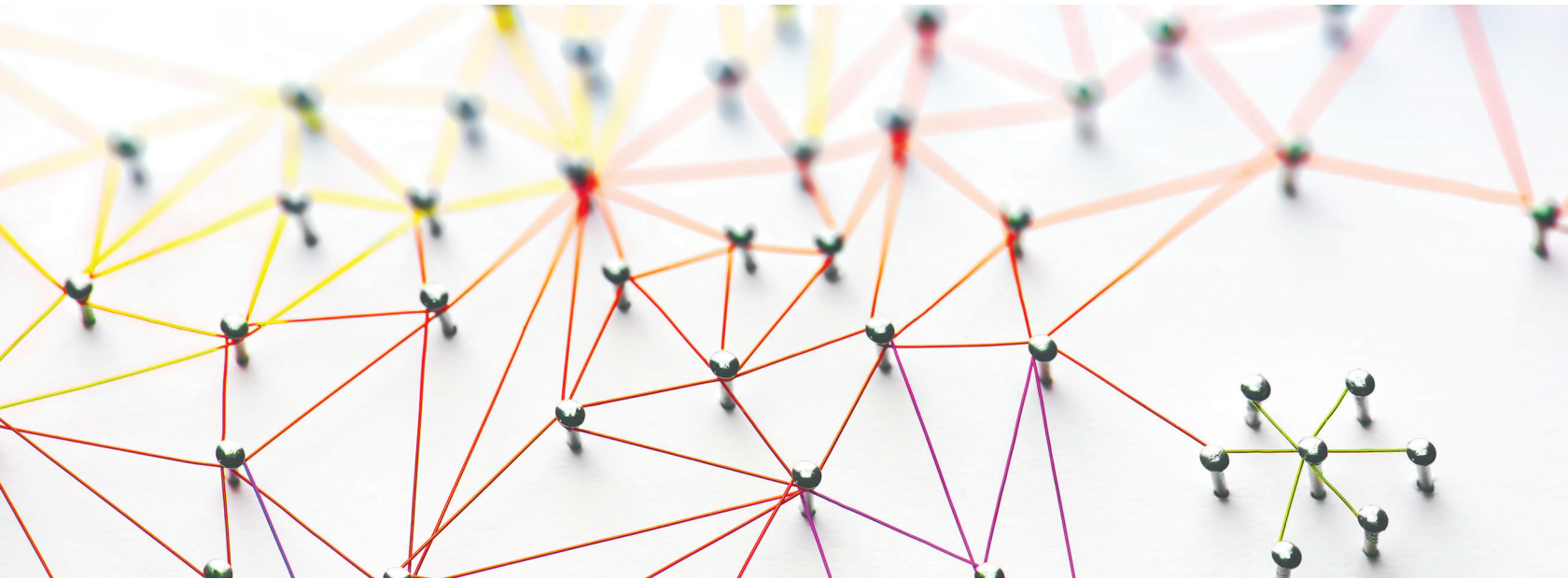
proactively monitoring the premises for loitering by strangers, violent behaviors, and fallen people to reduce overall risk for businesses, while raising the bar for security and safety," stated Chaka.

Access control is also in the mix of valuable new opportunities in 2021. According to Brivo President & CEO Steve VanTill, "Access Control is poised to skyrocket in the next 2-5 years, thanks to a push from COVID-19. Analysts like Lee Odess remark that the growth for access control is already 'grossly underestimated' so now is the time to determine your opportunity in this market."

In the Fall 2020 issue of *TMA Dispatch*, Brivo VP of Dealer Development Kelly Bond introduced members to Access Control as a Subscriber Service (ACaaS). "COVID-19 has awakened security and HR professionals to the broader need for access control that can solve new problems related to health, safety, and occupancy," wrote Bond. Since the technology is built in the cloud now, it can be connected to a wide range of other products, including alarms, and allows for remote monitoring and management. Bond observed, "It is mobile, flexible, cybersecure, and enables remote management of what happens at the facility." The cost, which had been a barrier to wide adoption, is no longer an issue with the new subscriber offering.

"Interoperability and collaboration is where we will all win," emphasized Johnson Controls' McLerran. "The connected world will encompass every aspect of a building. Interoperability with both legacy devices already installed and new devices and services as they emerge is critical, and the key to win will be software-based systems that can be both flexible and updatable."

There is a wide world of new business opportunities for TMA members to capture in 2021. Hopefully, your team will find a little bit of inspiration here. TMA will be here for you in 2021, just as it has been for the past 70 years. M

# Making a Difference...Why We Do What We Do
## Monitored fire protection helps save Boston-area woman in house fire

By Bob Tucker, Chief Storyteller, ADT

What started out as a home improvement project for Shrewsbury, MA resident Deborah Quinn could have turned tragic had it not been for monitored fire protection.

Deborah was in the midst of refinishing her home's hardwood floors when she decided to go to bed and complete the job the next morning. She left the chemicals, rags and other materials on the wood floor, not realizing the potential dangers of spontaneous combustion.

At 3:45 a.m., Deborah was awakened by blaring alarms, triggered by thick smoke. Venturing downstairs, Deborah saw what she describes as a 'blowtorch' shooting out of a tray she had used to stain the floor.

"The flames were as tall as me," Deborah recalled. "The smoke began overtaking me and I started to panic. Just then, my security company called."

On the line was Kathy Taylor from a monitoring center in Florida. In a recording of the call, Kathy's soothing, steady voice can be heard as it coaxes crucial information out of Deborah between her labored breathing and coughs.

Deborah told Kathy she needed the fire department. Three minutes later, firefighters arrived and put out the blaze before it spread.

"Early notification from the alarm system was key to preventing any deaths or injuries," said Shrewsbury Fire Chief Jim Vuona.

A few months after the incident, Deborah got to meet Kathy in person and thanked her, along with firefighters, for a job well-done.

"I lie awake at night thinking about what could have happened had you not called me," Deborah told Kathy.

"It was an honor to help you and to know that my professionalism helped save your life," said Kathy.

According to the National Fire Protection Association (NFPA), an estimated 14,000 fires occur annually in the U.S. from spontaneous combustion. Ⓜ

### Share your life-saving stories with TMA members!

Have you or a colleague helped save someone's life in your role within the monitoring center? Let your story touch others and inspire more life-saving actions.

Submit your story and images to TMA Communications at communications@tma.us.

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