

Industry Turns to Tech
To Validate False Alarms

Navigating the
Technological Tides

Intergenerational Workplace
Heightens Innovation

SUMMER 2023 | WWW.TMA.US

DISPATCH

A PUBLICATION OF THE MONITORING ASSOCIATION



2023

OPSTech

October 8-12, 2023 | Lafayette, LA



AI? Nuisance Alerts? Classification? Analytics? Detection? True Negatives? Misses? False Positives?



It's all very confusing. But what really matters?

What really matters is catching the things you want to know while ignoring the things that don't matter—all while using the most cost-effective solution available.

Cut through the confusion with Evolon, a US-based industry pioneer that boasts over 20 years' experience in video analytics. Founded as Jemez Technology by scientists and technologists from the renowned Los Alamos National Laboratory, our mission is to be a true partner and trusted advisor who is singularly focused on understanding your business objectives and recommending the right solution for your unique needs.

Our consultative approach is always complimentary, because helping solve your most complex security challenges is paramount to us. We recognize that any vendor can create an AI solution using commercially available toolkits and generic data. Our approach relies on security industry-focused solutions that minimize risk and deliver exceptional value. To that end, we leverage a wide range of proprietary technologies, from patented filters to long-range detection to award-winning artificial intelligence.

So, what really matters? In the picture above, it's the man in the tunnel, not the cars. Did you catch that? Evolon did.



evolontech.com

Evolon Technology, Inc., 15770 Dallas Parkway, Suite 600, Dallas, TX 75248, USA

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2023 OPSTech - Operations, Technology, and Video

OPSTech has established a reputation as *the place* to go to find solutions to the most challenging issues. You know, the ones that keep you and your team up at night! We bring some of the foremost experts in monitoring center operations and technology together over the course of four days to share their knowledge, expertise, and insights. Needless to say, there are lots of “lightbulb” moments for our attendees. The learning and inspiration isn’t limited to the classroom - peers connect informally to exchange best practices. Wow!

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Looking to hire or be hired?

Check out TMA’s on-line Job Board. Members can post open positions and search for free!

Visit <https://tma.us/job-board/>

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History Uncovered



We live in some pretty strange times these days, with a political system that's become so polarized that there is seemingly no compromise left in America. At the same time that this polarization exists, the alarm industry is the middle of the most dramatic change in technology since the 1970s when the digital dialer was invented. All of the sudden, alarms with a monitoring option could be installed virtually anywhere voiding the need for dedicated copper lines. This change in technology will be able to help protect humans, regardless of their political perspectives; one of the few industries that doesn't care about your views—we are here to help protect everyone.

I started in industry almost by accident in 1979. Over the years a lot has changed, and I have changed. Earlier this year, I was honored by being inducted into the Industry Hall of Fame. Part of this required was that I document my life, as it related to work. This really got me thinking about a lot of things. One of them is the number of really good men and women that are no longer here and had passed on but left an honorable legacy dedicating themselves to making the industry a better place.

Just like how honorable people retire and ultimately pass on, so does technology. Think about this, the alarm industry actually predates the telephone; that should make you pause and think about just how long our industry has been protecting life and property. Unfortunately, as equipment that is end of life and technology moves forward, we tend to forget about it and how we got to the next evolution and why.

When I was a kid, my parents used to take me to the museums in Los Angeles, California. We would spend the entire day taking in all there was in the 1960s and 1970s. There were museums for arts, sciences, the United States, and the world back then. My father would make sure that during the year we had the opportunity to get through all the museums in the complex and then the following year we would start over with the new exhibits.

Since then, I have had the privilege of going to many specialized museums and displays, such as the Guggenheim in New York and Venice, Smithsonian, several automotive museums, and dozens of many smaller displays like the Alamo or The U.S. Railroad Museum. These places hold such rich information about where we came from, and they memorialize the struggles and the successes that occurred. Every time I go to one of these, I realize how much work or hardship was expended and how, despite the challenges, those that were tough, that refused to give up changed the course of the world. Each visit to a place like this leaves a permanent mark on me that helps me understand how real people overcame the trials of life.

President's column continued on page 6

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

**Don't Miss a
TMA Meeting or
Event in 2023!**

**Mark your
calendar now.**

OPSTech 23
In-person
Double Tree By Hilton Hotel
Lafayette, LA
October 8-12, 2023
Hosted by:
Acadian Monitoring Services

Annual Meeting
In-person
Ritz-Carlton Kapalua
Maui, HI
November 4-8, 2023

Visit tma.us/events/ for the latest information.





office at a time when the Nation was in great travail, and you left it with the respect and, in many instances, the affection of your supporters and many of your opposition as well.” And that is a legacy worth having!

Do you agree that many of Ford’s characteristics could be ideal for effective business leadership? Let’s discuss which of these characteristics are the most meaningful to you by logging in TMA’s new forum found our InfoHub!

Celia T. Besore, MBA, FASAE, CAE
CEO, TMA

No Ordinary Man

Lately, Gerald Ford seems to be in people’s minds. I recently came across a review¹ of a book by Richard Norton Smith titled, *An Ordinary Man: Gerald R. Ford*. The book and review emphasize the qualities that made President Ford an effective leader in turbulent and difficult times. Many of his attributes and skills can also be applied towards effective and successful company leadership.

President Ford had moral authority because he lived his beliefs and values. He focused on what was the best outcome, not the easy outcome, regardless of how it would impact him directly. He was not afraid of speaking the truth even when it was unpopular or difficult. He attributed his political successes to making everyone else’s problems his problems.

He was willing to listen to those who he disagreed with and strived to find a middle ground, making everyone feel part of the solution. As the book review says, “when visiting Japan and

¹Michael McKinney, “An Ordinary Man: Gerald R. Ford,” *Leading Blog*, 05.09.23.

South Korea, Ford was able to navigate minefields of controversy with a common touch and uncommon sensitivity to the feelings of his hosts.”

Having been active in college sports, he believed in the value of teamwork and preparation; of being able to accept defeat without feeling defeated; and to distinguish constructive criticism from the noise.



He was described by Newsweek as a kind of an antihero who had virtues of thrift, honesty, modesty, and hard work. He was clever, articulate, a man of vision who possessed sound judgment. He believed more in what was accomplished rather than

in what was said. He wasn’t someone who was interested in positioning issues for media consumption.

Clarence Mitchell, who at the time was the chief Washington lobbyist and spokesman for the NAACP, and with whom Ford had had political differences, said of Ford that, “nothing will ever change the fact that you entered the



**TMA’s NEW
InfoHub
is live!**

**STEP #1:
Login & Set up
Your Profile**

**STEP #2:
Take the Tour**

**STEP #3:
Start Cruising**

President's column, continued from page 4

A couple of years ago, I watched a documentary on a project where they were videotaping holocaust survivors and then converting them into 3D holograms. They also were adding Artificial Intelligence so that you could ask a question and the application would then display the people in a hologram answering the question. This to me was an amazing way to share experiences in such a meaningful way, compared to just a printed article or story. While I have not had the opportunity to go and see this, it's on my bucket list. I understand that there is one implemented in Chicago that is an amazing experience.

Several months ago, I was approached by Jon Sargent about doing a video on my story. My first thought was why would Jon or anyone else for that matter want to do a video of my story, but I was intrigued more about the why then actually doing a video of myself. I started to talk to Jon about the why.

Turns out that there were several people (Ralph Sevinor, Jon Sargent, Charlie Darsch, and a number of others) along with ESA that have been working on doing videos of people that had an impact on the alarm industry. They have also been preserving alarm equipment and technology dating back to the beginning of time, at least to the beginning of the alarm industry.

The more I thought about this project, the more I remembered how I felt about going to a museum and how each time I felt like I learned a lot about the subject. The team has been doing this for 25 years now. As near as I can tell, they have been quietly doing this with little fanfare or publicity, and the best part of it is that it is on YouTube, where you can see these interviews from anywhere on any web enabled device. There are about 130 videos on all kinds of things including interviews of people that are no longer with us. <https://www.youtube.com/@thealarmmuseum1934/videos>

In addition to this collection of videos, there are a number of physical collections that can be visited: one at TMA headquarters in Virginia, in Bay Alarm in California, DGA in New York, and Wayne Alarm in Massachusetts. I am sure there are others. I have been to the Wayne Alarm display and it doesn't disappoint. But the reality is most of us will never have the opportunity to get to visit these places, so if the past is important, we need to figure out how to allow the average person to really sink their teeth into these displays using digital methods.

ESA and TMA are both committed to preserving the past for the future titans of the industry to be able to enjoy these collections, I, for one, plan on trying to put together a significant effort to get all this digitized and made available for the average person to enjoy. I hope all the readers here will

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TMA Dispatch, Summer 2023

7918 Jones Branch Drive, Suite 510
McLean, VA 22102
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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.

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MEMBER NEWS

NMC Awarded at ESX

NMC was awarded the Dispatch Reduction Technology Award at this year's Smart Tank Session at ESX in Louisville, KY.

Sage Integration Wins Award

Sage Integration was recognized as Integrator of the Year, Large Business Category, at PSA TEC 2023.

Doyle Security Secures Belmont

Doyle Security Services provided protection for the 155th running of the Belmont Stakes, which marked the final leg of horse racing's famed annual Triple Crown. The race took place at Belmont Park in Elmont, Long Island.

Rapid Response Monitoring (RRM) Awards Scholarships to Graduates

Three high school seniors in Central NY received scholarships ranging from \$2,500-\$7,500 from Rapid Response Monitoring. Each winner will be given priority consideration for a paid summer internship in RRM's Technical and/or Programming departments.

AvantGuard Wins Multiple Awards at ESX in Louisville

AvantGuard Monitoring Centers (AG), a Becklar Company, received two Innovation Awards at the recent ESX in Louisville. The first recognized AG's Mobile Technician app and the second acknowledged Becklar's customer engagement platform.

Speco Technologies Enters into New Strategic Partnership

Speco Technologies is excited to announce a strategic partnership with JVSG, a prominent design system software company. This collaboration aims to combine Speco Technologies' expertise in video surveillance technology with JVSG's innovative IP system design tool, creating a comprehensive and user-friendly platform.

The partnership will enable Speco Technologies to integrate JVSG's cutting-edge IP design system software into their existing product portfolio, enhancing the capabilities and functionality of their video surveillance quotes and system designs.

Stealth Monitoring Lends Support to Habitat for Humanity

New TMA member Stealth Monitoring presented a donation of \$10,000 to Habitat for Humanity GTA (Greater Toronto Area). The company has been a partner of the organization for 16 years.

TMA Members Win SSI Magazine's 2023 Stellar Awards

Congratulations to the following TMA members who were recognized by SSI for their excellence in customer service:

Manufacturers:

- Alarm.com
- Alula
- DMP
- Johnson Controls
- NAPCO
- Resideo

Distributors:

- ADI
- SS&Si Dealer Network

Central Stations:

- Affiliated Monitoring
- AvantGuard Monitoring
- COPS Monitoring
- Criticom Monitoring Services
- Rapid Response
- USA Central Station

Jewelers Mutual® Group Adds Two New Offerings

Jewelers Mutual® Group, the insurance and business solutions provider dedicated to the jewelry industry, recently shared news about two additions to its Zing® Marketplace technology platform – lab grown diamonds in the Diamond Marketplace shopping experience and Studio, a luxury jewelry photography service. Registered jewelers of Zing Marketplace have access to these

services as well as an entire portfolio of innovative, tech-forward solutions to streamline their business processes and enhance customer experiences.

Acadian Win Sammy Award

Acadian Total Security corporate newsletter won a 2023 Sammy Award from SSI magazine. The newsletter includes the latest company news, features on employee activities and more.

PEOPLE IN THE NEWS

MacDowell Wins 2023 Moody Award

Kirk MacDowell, founder and CEO of MacGuard Security Advisors, Inc., has




been honored with SIAC's prestigious William N. Moody Award. The award was presented at the Security Industry Alarm

Coalition's (SIAC) awards presentation and reception on June 6 at the Electronic Security EXPO in Louisville, Kentucky. Created in 2004 by, the Moody Award is given annually to an individual who demonstrates a passion for advancing positive alarm management and best industry practices.

Giacalone Joins Ubiety Board

Peter Giacalone has joined the Ubiety Technologies, Inc. Board of Directors' Advisory Board. Ubiety's discussions with Giacalone have focused on Ubiety's go-to-market strategy to deploy its new "presence detection" capabilities, which include the ability to detect the presence of people based on the Radio Frequency signals coming from the devices they are carrying, and the ability to ascertain context and information about the protected environment based on RF activity.

CANASA Board Welcomes McQuigge

Shelley McQuigge, Paladin Technologies, has been appointed to the CANASA Board of Directors. She will serve a two-year term. 

Introducing TMA’s NEW member connection and resource center, TMA’s InfoHub!

We are thrilled to announce the launch of our NEW member portal! The InfoHub offers a wealth of valuable resources to help you stay informed, connected, and competitive. Whether you’re looking to expand your knowledge, make new contacts and network, follow the latest trends, and best practices, or stay up to date on committee activities, we’ve got you covered.


In the fall of last year, TMA began its journey of searching for a new Association Management System (AMS) (our member database) that would improve the user experience for members and staff. In November 2022, we chose to move forward with GrowthZone, a SaaS (Software as a Service) solution that prides itself on helping communities and industries thrive.



After several months of setting up the new database and transferring membership data to the new platform, we are excited to welcome you to experience the member portal! We invite you to log in to your TMA member profile, update the information in your profile, and then begin exploring the new member portal.

You can connect with other members using our discussion forum to share ideas and insights and collaborate on new projects and initiatives. Our community is made up of some of the best minds in business, and we’re excited to have you as a part of it.

You’ll now also have access to a library of resources designed to help you succeed in the professional monitoring industry. Not only can you register for webinars, training, and events, but you may also access your membership details, review account history, and pay all your invoices online from the account area.

More features and information will be added in the coming months. Also, last, but not least, be sure to download the mobile app! It puts all of the features and functionalities at your fingertips! 

The Innovative Interactive Video Solution

Works Like Traditional Alarm Monitoring

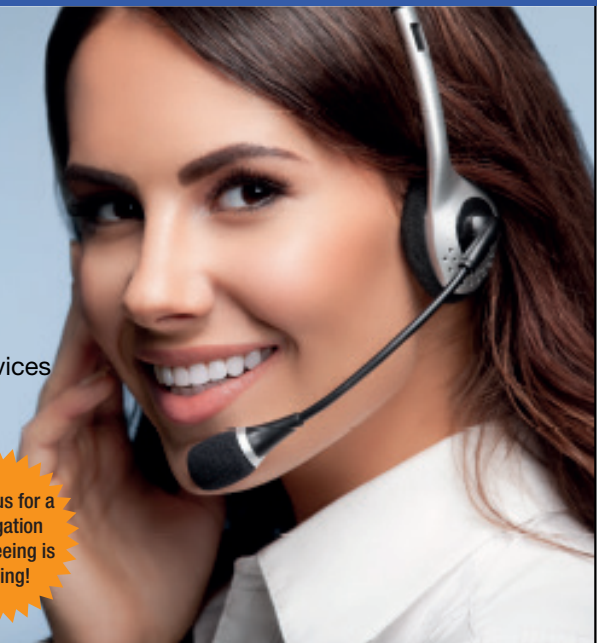
- Interfaces with any automation monitoring software
- Mobile armed/disarmed and partitioned video zones
- Instant multi-view of live and recorded video events
- Voice down & remote activation of devices (doors, gates, etc.)
- Manage all clients with graphical statistics
- Automated and scheduled reports with embedded event video
- Open platform – Thousands of integrated products
- Easily choose and change AI video analytic providers
- Patented VPN, cybersecurity, and automatic registration of all devices

Matrix Interactive: Your Key to the New Alarm Industry

THE NEW
DICE
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Contact us for a no obligation demo. Seeing is believing!




Seattle WA, Bell County TX, and Crawford County PA Go Live with TMA's Automated Secure Alarm Protocol

The Monitoring Association (TMA) welcomed the Seattle WA Community Safety & Communications Center (CSCC), The Bell County TX Communications Center, and the Crawford County Department of Public Safety, which are the 128th, 129th and 130th Emergency Communications Centers (ECCs) in the United States to implement the Automated Secure Alarm Protocol (ASAP). Launched in 2011 as a public-private partnership, TMA's ASAP service is designed to increase the accuracy and efficiency of calls for service from alarm monitoring centers to Emergency Communication Centers (ECCs).

The Seattle WA CSCC became the 6th ECC in the state of Washington to implement ASAP. The Center went live with: Vector Security, Rapid Response Monitoring, Guardian Protection, Securitas, Security Central, DynaMark Monitoring, Affiliated Monitoring, Tyco (Johnson Controls), Vivint, Brinks Home Security, National Monitoring Center, Securitas (Stanley Div), Protection One and ADT during the week of June 5th.

The Bell County TX Communications Center became the 15th ECC in the state of Texas to implement the Automated Secure Alarm Protocol (ASAP). The ECC went live the week of June 13, 2023, with: Vector Security, Rapid Response Monitoring, Vivint, DynaMark Monitoring, Security Central, Securitas (Stanley Div), Tyco (Johnson Controls), United Central Control, Protection One, Affiliated Monitoring, Securitas, Brinks Home Security, National Monitoring Center, Alert 360, and Guardian Protection. ADT is planning to go-live in the next few weeks.

The Crawford County Department of Public Safety became the 7th ECC in the state of Pennsylvania to implement the Automated Secure Alarm Protocol (ASAP). The ECC went live the week of June 19, 2023, with: Rapid Response Monitoring, Vector Security, Johnson Controls, Securitas (Stanley Div), Securitas, Quick Response, Doyle Security, Dynamark Monitoring, United Central Control, Protection One, National Monitoring Center, Vivint, Brinks Home Security, Guardian Protection, Affiliated Monitoring and ADT. 


New White Paper Now Available for Download

Implementing the AVS-01 Alarm Validation Scoring Standard: Enhancing Alarm Response Through Industry Collaboration

The AVS-01 Standard represents a collective effort to address industry challenges. Participating monitoring center leaders demonstrate their commitment to industry-wide best practices, fostering a culture of collaboration and excellence in alarm response. This strengthens industry credibility and professionalism, promoting consistent and effective alarm response processes.

TMA has prepared a White Paper that highlights the benefits of implementing the AVS-01 Standard and inspires monitoring center leaders to actively participate in this voluntary standard.


Check it out and see why monitoring centers that actively participate in AVS-01 position themselves as industry leaders, showcasing their commitment to public safety and operational excellence. Join the growing community dedicated to improving alarm response and public safety through standardized practices. Become part of the movement driving the improvement of alarm response and public safety.

To learn more about the AVS-01 Alarm Validation Scoring Standard and its benefits, visit TMA.us or PPVAR.org. 

President's column continued from page 6

also recognize the need, because once a person passes away or the equipment is tossed in the trash, there is no going back. There will be more coming on this subject coming so pay close attention.

I am also sure there are many collections of memorabilia out there. We want to be very inclusive in how we add collections, but if you have a collection you wish to share, there will be a way to do so, so stay tuned as our efforts in this project unfold and progress.

In the meantime, start watching the 130 videos already online and, don't forget to subscribe to the channel and like the videos. 

TMA Bids a Fond Farewell to an Industry Legend



Pictured (l to r): Charlie Darsch, Jon Sargent, and Ralph Sevinor.

Charles "Charlie" G. Darsch, Jr.

Oct. 14, 1930-July 2, 2023

The security industry lost one of its greatest this week. A consummate gentleman with a quick wit and warm smile, the much respected and beloved Charlie Darsch passed away at the age of 92.

Charlie held a life-long passion for technology and safety/security systems. His career spanned positions at Aritech, Honeywell, and System Sensor.

"The world is a safer place because of Charlie Darsch."

He will be greatly missed by many.



Secure. Intelligent. Customizable.



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Help your customers prevent crime with the XV-24 with AlarmVision. This intelligent technology integrates with XR Series™ panels and existing cameras. It can identify an animal, vehicle or a person and trigger an alarm, lights or voice commands to ward off a possible intruder.



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Unlock Sponsorship Opportunities at TMA's Annual Meeting in Maui

As the business landscape becomes increasingly competitive, finding unique ways to showcase your brand and connect with industry leaders is vital. TMA's Annual Meeting offers exciting opportunities to elevate your brand and forge valuable connections. Hosted at the exquisite Ritz-Carlton Maui Kapalua, this education and networking engagement brings together industry professionals from across the U.S. and Canada. Through a strategic sponsorship, you can position your organization at the forefront of the security and monitoring industry and gain exposure among TMA's membership.



Sponsor benefits include:

Access TMA's Network: The Monitoring Association's Annual Meeting is known for attracting top professionals and key decision-makers in the security and monitoring industry. By becoming a sponsor, you gain access to an elite network of industry leaders, experts, and potential clients. Engage in meaningful conversations, establish valuable connections, and form partnerships that can propel your business forward.


Brand Visibility: The Ritz-Carlton Maui Kapalua provides an exceptional setting for networking and learning. As a sponsor, you benefit from enhanced brand visibility throughout the event. Your organization's logo and branding will be prominently displayed on marketing materials, event signage, and digital platforms. Increase brand recognition and generate buzz among

industry professionals attending the event.

Targeted Marketing: Sponsorship allows you to strategically align your brand with specific conference activities, ensuring maximum exposure to your target audience. Choose from a range of sponsorship packages tailored to meet your marketing objectives. Whether it's a session introduction, promotional marketing, or networking events, you can effectively position your brand in front of key decision-makers who are most relevant to your business.

Engage with Attendees: The Monitoring Association's Annual Meeting fosters a collaborative environment, encouraging meaningful interactions among attendees. As a sponsor, you can actively engage with participants, gaining valuable insights into their needs and challenges.

Stand Out from the Competition: In a highly competitive industry, differentiation is crucial. Sponsorship allows your brand to stand out from competitors by showcasing your unique offerings. Capitalize on the conference's marketing channels, including email campaigns, social media promotions, and event-specific apps, to create a buzz around your sponsorship. By securing a prominent presence, you position your organization as an industry leader and gain a competitive edge.


Don't miss the exciting opportunity to sponsor TMA's Annual Meeting early to begin gaining exposure through marketing and promotions now! For sponsorship inquiries, please contact TMA's Director of Meetings, Keely Anderson at kdaugherty@tma.us. 

Tabletop Sponsorship "Add-On" at OPSTech This Year

TMA is excited to offer a new sponsorship opportunity this year! Hosted by Acadian Monitoring Services' state-of-the-art monitoring facility and training center, TMA's 2023 OPSTech Meeting is set to take place in Lafayette, Louisiana from Sunday, October 8 to Thursday, October 12th.

OPSTech attracts operators, technicians, and monitoring center management to participate in sessions essential to their roles. It is a great way for associate members and potential vendors to meet decision-makers firsthand.

For this first time, we will be offering a Sponsorship 'Add-On' that will allow all sponsors the opportunity to have a table-top display in the common area for attendees to engage and view products, services and demos during breaks throughout the day. This is an exclusive opportunity for OPSTech Sponsors offered for an additional fee to help maximize your onsite visibility and engagement.

To learn more about this option, view our sponsorship prospectus, or contact Keely Anderson, Director of Meetings at kdaugherty@tma.us. 

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Email communications@tma.us for information on TMA advertising. Options are available for every budget. Ask about some of our new offerings. Sponsorships are available for our 2023 events. Contact Keely Anderson at kdaugherty@tma.us.



COVER STORY

OPERATIONS TECHNOLOGY VIDEO

Looking for new operational efficiencies?
Evaluating new technologies? Researching the
option to add video monitoring services?

**If you have challenges keeping you up at night,
this is one meeting you will not want to miss!**

TMA 2023 OPSTech
October 8-12, 2023
Lafayette, LA

Join us at TMA's OPSTECH meeting on October 8 - 12, 2023, in the vibrant city of Lafayette, LA. Hosted by Acadian Monitoring Services, this highly anticipated event brings together monitoring professionals from all levels of the industry, offering an unparalleled opportunity to stay ahead of current trends and challenges in the monitoring center landscape. We listened to your feedback and shortened the program from five to four days and prioritized sessions based on member survey feedback to help us identify topics with the highest impact.

At OPSTech 2023, you'll have access to a comprehensive program featuring education sessions tailored to address the pressing issues impacting monitoring centers today. From operational strategies and video and technology advancements, our sessions will cover a wide range of topics to equip you with the knowledge and insights needed for success. Registration is open for those interested in the full program, video or technology only. Member discounts are available for groups of three or more.

Bring your team.

Here's a glimpse of the planned preliminary program titles that will be covered during the event:

OPERATIONS DAY 1&2

- Workshop on Empowering Operators for the Future: Building Dynamic Responsibility, Career Development, and Team Engagement
- Managing Liability Risks in Alarm and Monitoring Centers: Forensic Case Studies and Proactive Risk Management
- Tour of Acadian Monitoring Services – In 2008, Acadian began providing video monitoring services throughout the United States. With a growing need for video monitoring services, Acadian now monitors over seven thousand video-related devices across one thousand video sites. Acadian takes pride in working with the most trusted video analytics companies to ensure that they implement the perfect solution for meeting the needs of their clients.
- Strategic Approaches to Recruiting, Hiring, and Employee Retention in the Professional Monitoring Industry
- Unleashing the Power of ChatGPT in Monitoring Center Operations: Understanding, Utilization, Protection, and Implications

- Industry Preparedness Update and Attrition Mitigation in Monitoring Center Operations

VIDEO DAY 3

- Meet the Top Video Monitoring Manufacturers in the Industry: Streamlining Technology Evaluation and Selection
- Navigating the Deployment Process in Video Monitoring: Key Players, Technology, and Functionality
- Overcoming Barriers to Implementing a Video Monitoring Service: Operations, Technology, and Strategic Decision-Making

“Excellent discussions. I will be able to take a lot of information and ideas away with me ...”



This year's OPSTech attendees will have the opportunity to tour Acadian Monitoring Services' state-of-the-art facilities.

TECHNOLOGY DAY 4


- Cybersecurity Spotlight: Red Team/ Blue Team Workshop
- Harnessing the Power of AI and Predictive Learning: Applications in the Monitoring Center and Technology Implications
- Exploring New Technologies: How Audio Analytics, Video Verification, and AI-Based Alarm Scoring Can Enhance Standards Compliance
- Exploring the Latest Advances in Monitoring Center Technology and Work-from-Home Solutions for Operators

At TMA's 2023 OPSTech, we foster an environment of open exchange and collaboration, allowing attendees to freely share their challenges and best practices. This unique opportunity to network with industry professionals will further enrich your experience and provide valuable insights that you can implement in your own monitoring center operations. ***Come with a problem, leave with a solution!***

Don't miss out on this premier event in the monitoring center industry. Join us at TMA's 2023 OPSTech in Lafayette, LA, and gain the knowledge, skills, and connections to propel your monitoring center to the next level. **Register today to secure your spot** and be part of the transformative discussions that will shape the future of our industry. 

Programming is subject to change.

The First Automated and Scalable Solution Available for TMA-AVS-01



75%
REDUCTION IN
TIME TO CLOSE

Ubiety Enables Automated Workflows for your Monitoring Centers



“Using more of Ubiety's presence data we can also score AVS-01 levels in full automation. Something nobody else on the planet is doing.”

Morgan Hertel

President, TMA Board of Directors
VP of Technology & Innovation at
Rapid Response

Ubiety's API tells monitoring centers who is in the home so they can reach the right person, instead of just going down the call list. This workflow means faster response times and better outcomes.

Schedule a Demo

Keith Puckett, CEO keith.puckett@ubiety.io
Mik Cox, CTO mik.cox@ubiety.io
Nacho Andrade, CPO nacho.andrade@ubiety.io

- 1 Collect Data**
Collect bluetooth and wifi data passively through our sensor or your existing security panel. We can tell who is in the home by detecting the devices that people carry. Our AI will also learn what is 'normal' in your home and let you know when something strange happens.
- 2 Dynamic Workflow**
Monitoring centers like Rapid Response use our API to get critical data to re-prioritize the call list and give critical data to first responders. We can tell when there are unexpected devices and tell emergency responders who is at home during an alarm.
- 3 Prioritized Response**
TMA-AVS-01 requires human presence verification to get a priority response.



Watch a video to learn more.



atch | Summer 2023

Intergenerational Workplaces Spark Innovation

By Mariama S. Boney, LMSW, CAE, CPEC, President and CEO, Achieve More LLC



Most organizational leaders utilize innovation as a powerful tool to grow their businesses. One of the most significant missed opportunities is using innovation to develop an intergenerational workplace. Talent gaps occur in the security and monitoring industry due to the need for intergenerational work environments.

The illustration below summarizes the characteristic traits of the five generations within an intergenerational work environment, Maturist or Silent Generation, Baby Boomers, Generation X, Generation Y (Millenials), and Generation Z. According to an article issued by the Pew Research Center, “What We Know About Gen Z So Far,” individuals from Generation Z can make substantial contributions toward diverse work environments based on the various ethnicities in the generation.

Why Is It So Challenging to Develop Intergenerational Work Environments?

Leadership Opportunities

Baby Boomer (ages 65-72) are staying in the labor force, longer. Yet, individuals from the Silent Generation and Baby Boomers are often overlooked in the security and monitoring industry due to the general perspective that they need to be savvier with technology. Organizations in most industries are guilty of providing leadership training to employees already in leadership positions.

Different Perspectives

Organizational leaders need to understand and embrace the various values and views represented by the generations. For example, the silent generation and baby boomers are known to be loyal to employers. The average

amount of years that individuals in these generations remain employed at one employer is 15-25 years. Individuals from Generation X, Generation Y, and Generation Z show commitments to professions, not employers.

Innovation

Innovation in the workforce provides excellent opportunities for organizations to embrace new, creative ideas with their products and services. The silent generation and baby boomers may need help with innovation as they are accustomed to relying on job processes that work for them. Generations X, Y, and Z strive for innovative ideas.

How Can Intergenerational Work Environments Be Created?

Maximize An Intergenerational Work Environment

Organizational leaders should create a psychologically safe climate that promotes authenticity among employees. Inclusive leadership should embrace an environment that supports allyship and ethical behavior, free of bias, discrimination, and microaggressions.

Create intergenerational teams that cultivate positive workplace relationships and personal development and celebrate diversity. Incorporate upskilling to provide opportunities for knowledge transfer. Establishing hybrid work arrangements helps maintain institutional knowledge.

Embracing Future Generations

The needs and skill set of individuals from the five generations will continue

Guest column continued on page 20

2022 Edition of NFPA 72

New requirements for abandoned cables and more

By Richard Roberts, Senior Industry Affairs Manager, Honeywell Fire Safety



The 2022 edition of NFPA 72, National Fire Alarm and Signaling Code, was published in the fall of 2021. These new requirements will impact future design, installation and maintenance of fire alarm and signaling systems. Equally important (if not more so), these new requirements will enhance the safety of building occupants.

The first two revisions were made to Chapter 10, which provide the common requirements for protected premises fire alarm systems, supervising station alarm systems, public emergency alarm reporting systems, and ECS's. New sections 10.4.7, 10.4.7.1 and 10.4.7.2 were added to require abandoned fire alarm equipment to be removed and for abandoned fire alarm equipment to be marked "not in service" until it's removed. This change is needed to avoid

confusion between which fire alarm equipment is functional and which is not. The next change will impact your battery calculations. New section 10.6.7.2.14 increases the secondary battery safety margin from 20% to 25%. The change is needed because different battery technologies require different correction factors. For example, the capacity of lead-acid battery can be as low as 90 percent and should gradually increase when it is subjected to several deep discharge/charging cycles or when it remains on a float-charge for several weeks. For additional information on lead-acid batteries, refer to IEEE 485 Recommended Practice for Sizing of Lead-Acid Batteries for Stationary Applications.

Several revisions were made to Chapter 14, which provides the minimum

requirements for the inspection, testing, and maintenance of fire alarm systems, supervising station systems, public emergency alarm reporting systems, ECS's, single- and multiple-station smoke and heat alarms, and household fire alarm systems. The first change adds a new requirement that owners are not required to address observations documented by service technicians that are not impairments or deficiencies. Examples of observations could include, but are not limited to, manufacturer's suggested device replacement, executive software updates, and other similar items not directly impacting a system's ability to complete its intended function. A new term was added to the definition section that defines an observation as a "suggested" correction, improvement, or enhancement to the fire alarm or signaling system that is not considered to be an impairment or deficiency. This term is needed to support the new requirements in 14.2.2.4.1 and 14.2.2.4.2 that permits the service technician to notify the building owner of an observation and that the owner is not required address the issue if the observation is not an impairment or deficiency. It's important to mention that impairment and deficiency are defined terms in NFPA 72.

For a more detailed explanation of the changes referenced here, a copy of the 2022, NFPA 72, National Fire Alarm and Signaling Code® can be purchased here.

Business Management Systems

The entrepreneurs' handbook for business success

By Daniel Oppenheim, President, Affiliated Monitoring



Running a security systems business can be an overwhelming task. It takes many ingredients: people smarts, technical know-how, creativity and grit. However no matter how hard you work, you still may hit the ceiling. Your attrition catches up with you and your company starts to tread water. You go looking for ideas, but seasoned entrepreneurs tell you, “there’s no handbook – you have to learn by experience”. But what if there was a handbook?

Over the past decade, this handbook has materialized in the form of business management systems. They can help you break through the ceiling while bringing more calm to your business.

Just this past April I attended a conference in Indianapolis with 2,000 other business leaders who were all there

because they were using, or planning to use, the Entrepreneurial Operating System (EOS) to run their business. EOS was developed by Gino Wickman, a family business owner-turned-management consultant and made popular by his book *Traction*.

EOS was created for small businesses with five to 250 employees and gives you the building blocks to actually run a business. Any business. I know of a half-dozen alarm companies using it and having great success. If this is starting to sound like an ad for EOS, I assure you it’s not. EOS is one of a few business management methods that have been growing in popularity. Two other popular systems include Scaling Up and OKRs.

Scaling Up, created by executive coach Verne Harnish, pre-dates EOS and is

built on much of the same foundational ideas. It helps you set goals for your company, walks you through what types of meetings you should be having, and how to structure your organizational chart.

OKRs, or Objectives and Key Results, is a system popular with Silicon Valley tech companies. In his best-selling book *Measure What Matters*, successful technology investor John Doerr introduces his program based on setting specific, measurable, and achievable goals. While its counterparts offer a more comprehensive set of tools, OKRs is more focused on tracking progress and results.

Why implement one of these management systems at your company?

They create a culture of accountability.

These systems do an excellent job of creating a structure that promotes accountability across your business—including for you. EOS, for example, suggests a specific meeting cadence where your teams set annual, quarterly, and weekly goals, break them down into achievable pieces, and assign responsibility for them. It also directs you to track five to 15 key metrics that you identify as most valuable on a scorecard. Each metric is owned by someone, and it is presented and reviewed at a weekly meeting. I can confirm that this fosters a culture of transparency and increases communication across your business.

Business column continued on page 20

Industry Turns to Technology

TMA standard introduces alarm validation scoring

By Elizabeth Parks, President & CMO, Parks Associates



The Monitoring Association (TMA) recently developed an alarm validation scoring standard.

TMA-AVS-01 helps emergency operators and responders assess the threat level of a burglar alarm activation by scoring and classifying “unauthorized human activity detected by alarm systems.”

TMA-AVS-01 uses historical and real-time data to assign a score and alarm level to each security event, with all current solutions incorporating manual verification where a person reviews the data to make a risk assessment. This includes video and audio verification, eyewitness reporting, and analytical data confirmation, among other factors.

TMA-AVS-01 has three main priorities:

- Accurately and consistently classifying intrusion alarms based on the threat
- Maintaining a consistent communication procedure for transferring results to responders
- Providing guidelines to ensure compliance with the standard, including quarterly self-audits and a UL audit done annually (UL827) for central stations

TMA-AVS-01 has five alarm levels:

- Alarm Level 0 – No Call for Service
- Alarm Level 1 – Call for Service with limited to no additional information.

- Alarm Level 2 – Call for Service with confirmed or ‘highly probable’ human presence with unknown intent
- Alarm Level 3 – Call for Service with confirmed threat to property
- Alarm Level 4 – Call for Service with confirmed threat to life

The implementation of AVS-01 means emergency operators and responders can prioritize and respond to alarms more effectively, reducing the number of nuisance alarms and improving overall system performance. It provides an opportunity for security providers to earn greater trust with local municipalities by providing additional benefits, including improved response times, increased situational awareness, reduced operating costs, and improved security outcomes. Implementation of AVS-01 can also improve customer satisfaction and enable higher revenue-earning potential for security providers, stemming from monitoring services coming from camera solutions.

Now that the Standard is in place, implementation of AVS-01 is the next critical step. Parks Associates anticipates that most changes to current systems and processes need to happen at the Level 2 stage. Alarm Level 0 and Alarm Level 1 are similar to burglary-alarm events today. An alarm is tripped, but neither the security company (monitoring partner) nor homeowner have any insight into what is happening in the home. In these circumstances,

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Navigating the Tech Tides

Security organization challenges in an ever-evolving landscape

By Shaun Blair, Director of SaaS Operations, Bold Group



Security organizations face increasing challenges in adapting to rapidly changing technology needs. These challenges include complexity of technology, legacy systems and infrastructure, cost constraints, and more.

New technologies such as cloud computing, and the Internet of Things (IoT), bring increased complexity to the security landscape. This is the time of anything monitored, due in part to the 50 billion IoT connected devices that now have some monitoring and access control capabilities. Wearable devices affect monitoring from a personal safety/security standpoint to worker safety, and that's a fact we can't ignore.

As technology advances, security demands become more complex, with features like facial recognition and

biometrics becoming increasingly prevalent. However, concerns about privacy arise as security measures are often seen as impediments to usability and productivity. Striking a balance between robust security controls and user-friendly technology is crucial.

Innovation often requires the need to integrate legacy systems with new technology without incurring excessive costs. Integrating legacy systems with new technology presents a challenge but can be achieved with careful consideration of integration and utilization.

Despite these challenges, the security industry presents opportunities for growth. Revenue for the security alarm services industry has been growing at an annualized rate of 3.9%, reaching \$34.5 billion by 2022, according to IBIS World.

To capitalize on these opportunities, incident response and recovery planning should be a key focus, ensuring well-defined plans are in place. These plans should include effective communication channels, clearly defined roles and responsibilities, and regular drills to test their efficacy.

Establishing strong partnerships with vendors and collaborating with industry peers are also essential strategies. Engaging in collaborative efforts, sharing information, and participating in security communities and forums (like TMA) provide valuable insights into tackling new challenges. Regular risk assessments and security audits play a crucial role in identifying vulnerabilities and guiding the implementation of appropriate security measures. Staying future-focused allows security organizations to capitalize on opportunities and proactively address potential challenges.

To protect company and customer data, three key approaches can be taken. Firstly, protection from IoT/Smart devices can be achieved through the implementation of robust security measures, such as web application firewalls (WAF) and load balancers (LB), which redirect web traffic, screen for malicious traffic, and employ geofencing. Secondly, protection for application services can be ensured by adopting A Side/B Side strategy, where separate production environments are designed and deployed.

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Intergenerational Workforce continued from page 15

to evolve. New generations will develop beyond Gen Z. Organizational leaders must keep apprised of the evolution of needs and skill sets among generations. It will allow them to contribute to team projects equivalent to those made among their colleagues in Generations X, Y, Z, and beyond.

TMA Pathways to Workforce Development Initiative

By participating in the TMA Pathways to Workforce Development initiative, member companies can improve their recruitment and retention practices and create a more inclusive workplace culture. This not only promotes employee satisfaction and engagement, but also leads to better organizational performance and success.


We've partnered with Achieve More LLC to assist TMA members with their strategy to attract and retain a diverse talent pool. In a previous organization that partnered for consulting, "we wanted to develop a plan for DEI and develop a program to have crucial conversations. Mariama assisted us in developing a plan for DEI using a matrix, investigating the demographics of clinicians in the area, and expanding outreach to diversify the membership."

In conclusion, the benefits of organizations developing intergenerational work environments outweigh the potential challenges. 

Business, EOS continued from page 17

They establish a clear vision for the company.

One of the most significant benefits of these systems are that they force you to establish clear multi-year goals for your company. Where do you want to be in a year? Three years? Most haven't really sat down and put pen to paper on where they want to be. Answering these questions first gives clarity to what you should be working on now.

If you're looking to push your business to the next level or you feel like you're working harder with not enough to show for it, implementing a business management system at your company may be the handbook you're looking for. It will give you a step-by-step process, ensuring that everyone is on the same page and working towards the same goals. 



Technology continued from page 19

In case of any issues, customers can be seamlessly transitioned to the backup environment while the problem is addressed.

Finally, establishing a dedicated Blue Team is essential for regularly reviewing the network perimeter, reducing attack surfaces, and developing comprehensive recovery plans.

In conclusion, security organizations face numerous challenges in an ever-evolving technological landscape. By embracing emerging technologies and establishing robust security measures, these challenges can be turned into opportunities for growth. Continuous learning, collaboration, and proactive risk management are key to protecting company and customer data and staying ahead in the security industry. 

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The Wireline Report

Latest FCC news impacting your business

By Salvatore Taillefer, Partner, Blooston Law (sta@bloostonlaw.com)



AICC Opposes AT&T Application to Discontinue Services

On May 30, AICC filed a formal objection to an FCC application filed by AT&T to discontinue the provision of certain services relied upon by the alarm industry. Specifically, AT&T proposed to discontinue its Access Channel Service and Inter-Office Channel Service offered at T1, T3, OC3, OC12, and OC48 speeds, as well as AT&T Toll-Free MEGACOM Service. These services are widely used in the alarm industry for inbound receiver/signaling and voice traffic to dedicated terminations.

AICC pointed out that all save one of the alternatives proposed by AT&T were IP products which are not reliable for the transmission of alarm systems due to various reasons, such as signal compression, frequency drifting, and latency. AICC also noted that its members who had tested some of these alternatives – particularly AT&T's

IP Flexible Reach and IP Toll-Free services – determined that, as currently configured by AT&T, these services could not guarantee transmission of alarm signals.

AICC also noted that the one TDM alternative proposed by AT&T – Readyline – only allows for one routing arrangement, whereas the MEGACOM service sought to be discontinued by AT&T allowed multiple routing arrangements. Multiple routing arrangements allow for redundant alarm transmissions. AICC also demonstrated that Readyline is also scheduled for discontinuance, making it a poor replacement for MEGACOM.

If the FCC removes AT&T's application from streamlined treatment – as AICC argued it should – it will provide an opportunity to further address the matter. Otherwise, the application will be automatically granted on June 15.

In the event AT&T's application is granted, the above-referenced services will continue to be available on a grandfathered basis until October 2026.

Maryland Legislature Passes Robocall Bill

On April 7, the Maryland Senate passed by unanimous vote SB 90, known as the Stop Spam Calls Act of 2023. The next step before becoming law is the governor's signature.

The bill is essentially a state-level Telephone Consumer Protection Act (TCPA), the federal law that governs autodialed and pre-recorded voice marketing calls. The Maryland bill requires express written consent for any prerecorded or automated marketing call, which is the same as the TCPA. However, it uses a broad definition of autodialer that covers any automated system that selects or dials telephone numbers, with no requirement of a randomizer or random number generator.

The bill provides exceptions for non-profit organizations and business to business calls, as well as calls made in the context of an existing business relationship. A violation of the Act can result in up to \$2,500 per violation in civil penalties.

FCC to Consider NG911 Item at June Open Meeting

At its June 8 Open Meeting, the FCC will consider a *Notice of Proposed Rulemaking* on facilitating the implementation of Next Generation 911 (NG911) services. The primary purpose of the *NPRM* is to address reports that originating service providers are refusing to connect to new

The Wireline Report, continued on page 25

The Wireless Report

Next-Gen 911 Update; Ownership Changes

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



AICC and TMA Work to Establish Fair Terms for Frequency Coordinator Recertification MOU

The FCC is seeking to require that all frequency coordinators be recertified, through the signing of a Memorandum of Understanding (MOU) aimed at updating and augmenting certain aspects of the coordination process. TMA has been the FCC-certified coordinator for central station alarm frequencies since the inception of the coordination program in 1986. In this way, TMA has been able to ensure timely licensing of central station alarm frequencies to alarm companies, and ensure compliance with the new rules allowing non-central stations to access the channels under certain circumstances.

TMA and AICC have reviewed the draft MOU and identified their concerns in

an April 4 memorandum to the FCC's Wireless Bureau. AICC/TMA has drafted changes to the initial version of the frequency coordinator MOU, which changes have all been incorporated into the revised draft that will be forwarded to the FCC. If TMA's changes are accepted by the FCC, TMA will have:

- Made it clear that TMA can continue to coordinate only central station frequencies without threat of losing its coordinator certification.
- Changed the MOU to eliminate any right for the FCC to simply decline to renew TMA's coordinator certification without cause.
- Clarified that any decertification of a coordinator would have to be based on a "pattern of

failure", not isolated instances of coordination issues.

- Clarified that if TMA agrees to help determine the status of a license in response to a complaint that a station is not being used, TMA will not be expected to invest undue resources into such investigation.
- Continued to urge the FCC to give existing coordinators a "renewal expectancy" when they come up for re-certification, in recognition of their decades of coordination services and investment in the coordination function.

AICC believes these changes to the MOU will help ensure that TMA can continue to perform the valuable coordination services that help protect spectrum use by central stations, and allow TMA and AICC to have a seat at the table as important spectrum policy and licensing issues are addressed by the National Wireless Communications Council (NWCC), which is made up of all FCC-designated frequency coordinators.

Iowa Adopts Cybersecurity Affirmative Defense Law

On May 3, Iowa Governor Kim Reynolds signed into law a bill establishing the parameters of an affirmative defense for companies using cybersecurity programs. Specifically, a company that suffers a data breach or other cybersecurity breach may assert that it has implemented and maintains a cybersecurity program as an affirmative defense if the requirements of the bill are met.

The bill requires the cybersecurity program to be designed to: (a) continually evaluate and mitigate any reasonably anticipated internal or external threats or hazards that could lead to a data breach; (b) periodically evaluate no less than annually the maximum probable loss attainable from a data breach; and (c) communicate to any affected parties the extent of any risk posed and any actions the affected parties could take to reduce any damages if a data breach is known to have occurred. It must be of an appropriate scale and scope based upon company's most recently calculated maximum probable loss value. The bill also provides a list of industry-recognized cybersecurity frameworks that satisfy the bill's requirements.

An affirmative defense is a defense in which the defendant introduces evidence which will negate liability, even if it is proven that the defendant committed the alleged acts. Under the Iowa bill, a company that satisfies all requirements of the bill is entitled to an affirmative defense to any cause of action under tort law that is brought under the laws of this state or in the courts of this state and that alleges that the failure to implement reasonable information security controls resulted in a data breach concerning personal information or restricted information.

States like Ohio, Utah and Connecticut have adopted similar safe harbor cybersecurity legislation, and it can be expected that more states will enact protections for companies that agree to adopt designated cybersecurity measures. Alarm service providers will want to track such laws and where feasible adjust their practices to gain the benefit of the affirmative defense protection.

American Carriers are Already Starting Down the Road to 6G by Seeking Government Partnerships

As reported by Urgent Communications on May 16, Officials for the "Next G

Alliance" are preparing for the next phase of their 6G strategy, by engaging with US government officials in hopes of establishing public-private partnerships to promote 6G testing and innovation. Public-private partnerships may involve the National Science Foundation (NSF), which receives roughly \$10 billion annually to fund American science and engineering projects, and the \$1.5 billion "Wireless Innovation Fund," administered by the Commerce Department's NTIA.

The Next G Alliance is focused on North American leadership in 6G, and the roster includes the four largest U.S. mobile carriers (AT&T, T-Mobile, Verizon and U.S. Cellular), as well as Facebook, Microsoft and Qualcomm.

The buzz of activity on making 6G a reality calls for the alarm industry to closely track the progress of this technology, assess its potential impact on alarm operations, and determine whether any proactive measures are advisable to make 6G "alarm friendly" out of the gate. A related question is whether 6G will lead to a shut down of any aspects of 4G operations, which is where the alarm industry was forced to seek shelter as 3G service was sunset in 2022. There is conjecture that 6G could be in the field by 2030, if not sooner.

Satellite Direct to Phone Voice Calls Become a Reality

AST SpaceMobile announced in April that it completed the first two-way voice calls via satellite-direct-to-phone connections during tests to unmodified cellular devices—a breakthrough in the nascent satellite-direct-to-phone arena, which previously has been limited to text-based applications. This call was executed using 850 MHz cellular spectrum licensed to AT&T, which has been supporting AST SpaceMobile's testing efforts. ***Alarm companies will want to assess whether this technology will arm them with a tool to augment their communications***

capabilities in areas where terrestrial cell coverage is poor due to terrain or lack of investment.

Amendment of Section 15.255 of the Commission's Rules: The FCC has adopted a Report and Order that will provide new opportunities for unlicensed field disturbance sensor devices, such as radars, to operate in the 57-71 GHz band (60 GHz band) and foster innovative products and services while ensuring coexistence with other unlicensed technologies and Federal incumbents in the band. (ET Docket No. 21-264)

The alarm industry, especially its manufacturers, will want to assess the usefulness of the 60 GHz band for alarm technologies.

FCC Authorizes Terrestrial Fixed Use of 12.2 GHz Band, Possible Mobile Use of 12.7 GHz Band

At its May 19 Open Meeting, the FCC adopted a Report and Order and Further Notice of Proposed Rulemaking that protects current and future satellite operations in the 12.2-12.7 GHz (12.2 GHz) band while further investigating the potential to expand fixed use or unlicensed use of the band. The order rejects a proposal to authorize mobile operations in the band, but proposes expanded use of the 1.7-13.25 GHz (12.7 GHz) band for mobile broadband or other expanded use.

The 12.2 GHz band (considered mid-band spectrum as that definition has shifted) is significant because it is believed to be the only remaining frequency band below 24 GHz that would permit larger channel bandwidths that wireless operators need for optimal 5G performance. DISH Network and a venture backed by billionaire Michael Dell known as RS Access have been advocating expanded terrestrial use of the band for 5G services. Elon Musk-backed SpaceX has argued against terrestrial 5G in the 12.2 GHz band, claiming terrestrial mobile service would interfere with its Starlink services.

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historically, the security company asks the homeowner if they want to dispatch the police, and the homeowner says either yes or no, with little to no verification. These scenarios will continue to get further deprioritized as law enforcement has little to no information to rely on to warrant a quick response.

The threshold for Alarm Level 2 is “highly probable” human presence onsite. How the security industry reliably answers this question will measure the success or failure of AVS-01 implementation. Today, three main tools are available that can achieve an Alarm Level 2 priority: calling the homeowner, video verification, and texting the homeowner.


Video verification offers the promise of quick visual confirmation as well as context to inform response. More security households than ever report having a connected video camera or video doorbell (48%), though few of

them are professionally monitored. Just 6% of all connected camera or smart video doorbell owners pay for professional monitoring of their video device today. Video also tends to be quite expensive to deploy, capture, review, and intervene. Professionally monitored video solutions can be an expensive proposition for the homeowner.

Residential security providers also have work to do in adopting sensor-based and video verification approaches. Investing in AI and smart technologies is a challenge for smaller providers, slowing widespread integration. Video solutions also require a “human in the loop” today, which adds time, complexity, and subjective judgment to the workflow.

Both stronger technology adoption and a review of current workflows and processes will help move more Level 2 alarm events to the higher stage Level 3 and 4, where confirmed events result in quick and informed response.

Finally, AVS-01 implementation will require industry-wide education and training on the standard. This includes training human personnel, as there is still a large amount of human intervention involved in emergency response as well as verification of the data coming in from the system. The time and costs associated with this training are substantial, and currently AVS-compliant solutions are not automated but rely on manual verification where a human reviews, scores, or verifies the data to make an assessment on the risk factor.

This is an adapted from Parks Associates’ white paper “Solving False Alarms: Bringing New Context for Monitoring” in partnership with Ubiety. 

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NG911 destination points established by state and local authorities, or are otherwise delaying the transition process.

In the *NPRM*, the FCC specifically seeks comment the following proposals:

- Upon valid request of 911 authorities who have established the capability to accept NG911-compatible, IP-based communications:
 - requiring wireline, interconnected VoIP, and Internet-based TRS providers must complete all translation and routing to deliver 911 calls, including associated location information, in IP-based format, and
 - requiring wireline, CMRS, interconnected VoIP, and Internet-based TRS providers must transmit all 911 calls to destination point(s) designated by a 911 authority.
- Requiring that, in the absence of agreement by states or localities on alternative cost recovery mechanisms, wireline, CMRS, interconnected VoIP, and Internet-based TRS providers must cover the costs of transmitting 911 calls in IP-based format to the point(s) designated by a 911 authority.

This issue was first addressed in a 2021 petition filed by the National Association of State 911 Administrators (NASNA). In December 2022, the Commission addressed the NASNA petition in part by proposing to require Commercial Mobile Radio Service (CMRS) providers to deliver 911 calls and texts in IP format upon request of NG911-capable 911 authorities. The June 2023 *NPRM* proposes similar requirements for delivery of 911 calls by wireline, interconnected Voice over Internet protocol (VoIP), and Internet-based Telecommunications Relay Service

(TRS) providers and would address allocation of costs for transmitting all IP-based 911 calls.

FTC Seeks Comment on “Negative Option” Rule Revisions

On March 23, the Federal Trade Commission (“FTC”) proposed significant updates to the so-called “negative option rule” regarding subscriptions and recurring payments. Negative option marketing generally falls into four categories: prenotification plans, continuity plans, automatic renewals, and free trial (*i.e.*, free-to-pay or nominal-fee-to-pay) conversion offers. Prenotification plans are the only negative option practice currently covered by the Commission’s Negative Option Rule.

The proposed amendment would eliminate the current rule’s prescriptive requirements and replace them with standards applicable to all forms of negative option marketing. Proposed new requirements include requiring sellers to:


Provide certain information before receiving billing information: 1) that consumers’ payments will be recurring, if applicable, 2) the deadline for stopping charges, 3) what consumers will have to pay, 4) the date the charge will be submitted for payment, and 5) information about how consumers can cancel.

Obtain “express informed consent.” This would generally require obtaining consent through a check box, signature, or other substantially similar method, which the consumer must affirmatively select or sign to accept the negative option feature, and no other portion of the offer.

Implement “click-to-cancel” methods. This would require companies to make it possible for customers to cancel subscriptions and recurring payments using the same method they used to enroll. For example, if you can sign up online, you must be able to

cancel on the same website, in the same number of steps.

Obtain consent to receive additional offers or modifications when a customer tries to cancel before making such offers or modifications.


Provide an annual reminder to consumers enrolled in negative option programs involving anything other than physical goods before they are automatically renewed. 



The Wireless Report continued from page 23

The adjacent 12.7 GHz band was the subject of an FCC Notice of Inquiry (NOI) seeking information on existing and potential future uses of the band, including potential band sharing methods, last fall. The 12.7 GHz *NPRM* proposes to repurpose some of all the 550 megahertz of spectrum for mobile broadband or other expanded use. The item proposes to grandfather, relocate and/or repack incumbent non-federal licenses or alternatively sharing the band among incumbents and new entrants.

The FCC believes the 12.7 GHz band is ideally suited for mobile broadband uses because it is already allocated for terrestrial mobile service on a primary basis domestically. The band appears to be lightly used, and is currently shared among fixed microwave services, broadcast auxiliary services, cable television relay services and fixed satellite services.

The alarm industry, especially its manufacturers, will want to assess the usefulness of the 12.2 and 12.7 GHz bands for alarm technologies. 

FirstNet Certified Companies

TMA is pleased to introduce and recognize the following companies who have become FirstNet certified as of June 30, 2023.

- ADT, LLC, Boca Raton, FL
- Advance Alarms Inc., Broken Arrow, OK
- AFA Protective Systems, Inc., Syosset, NY
- Affiliated Monitoring, Union, NJ
- Allstate Security Industries, Inc., Amarillo, TX
- Arco Security Central Station Corp., Miami, FL
- AvantGuard Monitoring Centers, LLC Ogden, UT
- Bay Alarm Systems, Concord, CA
- CenterPoint Technologies, LLC, Brentwood, MD
- COPS Monitoring, Williamstown, NJ
- CPI Security Systems, Charlotte, NC
- Criticom Monitoring Services, Longwood, FL
- DGA Security Systems, Inc., New York, NY
- Dispatch Center Ltd., San Antonio, TX
- DMP, Springfield, MO
- Doyle Security Systems Inc., Rochester, NY
- Electronix Systems Central Station Alarms, Inc., Huntington Station, NY
- Emergency 24, Des Plaines, IL
- Engineered Protection Systems, Inc. Grand Rapids, MI
- Federal Response Center, Inc., Springfield, MO
- First Alarm, Aptos, CA
- Force Security Solutions, LLC, Manassas, VA
- Hoffman Security, Atwater, CA
- Interface Security Systems, Earth City, MO
- Intruder Alert Systems of San Antonio, San Antonio, TX
- Kings III of America, Coppell, TX
- Midwest Alarm Company, Inc., Sioux Falls, SD
- NAPCO Security Systems, Inc., Amityville, NY
- National Monitoring Center (NMC), Lake Forest, CA
- Nationwide Security Corporation, Branford, CT
- New Jersey Fire & Technology LLC, Freehold, NJ
- Per Mar Security Services, Davenport, IA
- Pye-Barker Fire & Safety, LLC, Doral, FL
- Rapid Response Monitoring, Syracuse, NY
- Safe Tech USA, Ltd., Melville, NY
- SCN Security Communication Network, Inc., Corona, CA
- Securitas Technology, Plymouth, MN
- Security Central, Statesville, NC
- Security Equipment, Inc., Omaha, NE
- Sentinel Alarm Company, Stowe, VT
- Southwest Dispatch Center, Richardson, TX
- Tech Electronics, Inc., St. Louis, MO
- Telular, Atlanta, GA
- The Fireline Corporation, Baltimore, MD
- Triple S Alarm Co., Little Rock, AR
- Vector Security, Inc., Warrendale, PA
- Vivint Smart Home, Provo, UT
- Washington Alarm, Inc., Seattle, WA
- Wayne Alarm Systems, Inc., Lynn, MA
- WH International Response Center, Rockford, MN



INSTALLATION QUALITY
for Electronic Security and Life Safety

IQ Certified Companies

TMA is pleased to introduce and recognize the following companies who have become IQ certified as of June 30, 2023.

- Advance Alarms, Inc., Broken Arrow, OK
- Advanced Alarm, Inc., Tonawanda, NY
- Affiliated Monitoring Inc., Union, NJ
- Allstate Security Industries, Inc., Amarillo, TX
- Amherst Alarm, Inc., Amherst, NY
- COPS Monitoring, Williamstown, NJ
- Genesis Security Services, Carolina, PR
- Guardian Protection Warrendale, PA
- National Monitoring Center, Lake Forest, CA
- New Jersey Fire & Technology LLC, Freehold, NJ
- Rapid Response Monitoring Services, Inc., Syracuse, NY
- Securityhunter, Inc., Baltimore, MD
- SSC Services Inc. dba Cen-Signal, Columbus, GA
- Wayne Alarm Systems, Inc., Lynn, MA

Welcome!

Join us in welcoming our newest members to the TMA community! To view a complete list of new members, go to <https://tma.us/membership/new-members/>.

ASSOCIATE

OPTEX Inc.

Cypress, CA
1+(800) 966-7839
optexamerica.com
sales@optexamerica.com

OPTEX is the world leader in sensing solutions. With over 40 years of experience and over 25 companies in our global portfolio, OPTEX specializes in security sensing solutions utilizing laser, passive and active infrared detection technology including a variety of hardwired and wireless outdoor and indoor products. OPTEX perimeter security solutions are respected globally with applications deployed at some of the world's most critical security sites.

Founded in 1979, the OPTEX Group continuously innovates to create a safe, secure, and comfortable society. We look at the rapidly shifting challenges faced by companies and individuals daily and use our unique expertise to create innovative, user-friendly solutions. In this process, our focus is always on uncovering the fundamental issues underlying a problem, allowing us to develop real and long-term answers.

While sensors are often associated with security devices, OPTEX is much more than a provider of crime prevention systems. In fact, we see our role in the broadest possible terms and are dedicated to developing sensing technologies that provide increased safety, security and comfort in an ever-expanding range of fields.

This approach has allowed us to pioneer concepts and applications that have made us a leader in a wide variety of business fields. Our goal is not to respond to change but to identify new markets and channel emerging trends in a positive direction.

CONSULTANT

Chaumont Law Inc.

West Hills, CA
+1(818) 222-7309
Lilianne@chaumontlaw.com

Lilianne G. Chaumont is the President of Chaumont Law Inc., a law firm dedicated to the protection and representation of the electronic security, physical security, and fire and life safety industries. Her clients include companies across the country that provide intrusion detection, monitoring (intrusion, fire, video), fire detection and suppression, access control, cameras, integration, PERS and mPERS, alarm response, and guard and patrol services. Lilianne also represents central monitoring stations. Her services include acquisitions, alarm contract preparation, licensing and compliance, corporate formation and maintenance, third party contract review, risk management, and defense consulting for the intrusion and fire and life safety industries. Lilianne is a proud "Masters" graduate of the Alarm Technical Training course (120 hours), and is a member of the State Bar of California, California Lawyers Association, Los Angeles County Bar Association, CAA, CAFAA, AzAA, ESA, and TMA. She has served enthusiastically as the California Alarm

Association Youth Scholarship Chair for nine years and as an ESA Scholarship Judge for eight years. Lilianne is a frequent lecturer and author regarding legal matters about electronic security and life safety companies.

LISTED MONITORING

Cen-Signal UL Automated Central Station

Columbus, GA
+1 (800) 554-1101
sales@censignal.com
www.censignal.com

Founded in 1965 by Blanford H. Davenport, Cen-Signal UL Automated Central Station continues to set the bar for wholesale monitoring in service and technology.

Nestled in the heart of Columbus, Georgia is where we were formed and still reside today. Although our company has evolved over the years into the nationwide monitoring facility that it is today, we still hold true to the same customer service values that brought us here.

The original founding family owns and operates Cen-Signal UL Automated Central Station today with a steadfast resolution to continue to offer exceptional monitoring at a fair price.

**Invite a peer
or colleague
to join TMA!**

NON-LISTED MONITORING

EyeOn Plus Monitoring Services

Tempe, AZ
+1-855-466-8433
info@eyeonplus.com
eyeonplus.com

Founded in 2020, we are a rapidly growing monitoring station that was born out of necessity. Necessity to provide a higher level of service to our customers and to our sister company Eyesite Surveillance. Our mission, since day one, has been to provide premium level video alarm-based protection for the construction market.

Our world-class construction site security monitoring station and video surveillance team is comprised of veterans and former law enforcement personnel, including former members of all 4 branches of the military, resulting in one of the most dedicated, professional, and well-trained operations centers in the video monitoring industry.

With construction site security by the top professionals in the industry, you can ensure a safe working environment for your crew, keep your projects on time, and your profits aren't cut due to continuous loss.

Stealth Monitoring

Dallas, TX
+1-855-STEALTH
stealthmonitoring.com

Stealth Monitoring, a privately held company with U.S. headquarters in Dallas, TX, and Canadian headquarters in Toronto, ON, is North America's leading provider of live video monitoring solutions. We specialize in proactive and intelligent video monitoring technology that can significantly improve threat detection and police response. Our security solutions feature advanced technology, coupled with human intelligence and efficient processes, to help detect and deter crime while reducing security guard and other expenses. We have over 1500 employees, 40 offices, and 5 redundant live video

monitoring control centers. Our team proactively monitors 50,000+ cameras daily, resulting in more than 35,000 deterred crimes, 800+ arrests and 55,000+ analyzed customer videos every year, securing peace of mind for business owners throughout North America.

Our clients include construction sites, shopping centers, apartment buildings, auto dealers, office buildings, industrial facilities, distribution yards, cannabis operations, and other businesses with outdoor assets.


Viiz Communications, Inc.

Anniston, AL
+1 (855) YES-VIIZ
contact@viiz.com
viiz.com

Why Viiz? We chose the name Viiz because it represents what technology, backed by human support, can bring to the moments that matter to our clients and their customers.

V represents VISION, the ability to assess our clients' network communication challenges and develop creative, technically-advanced solutions. We strive to address the need at hand, but also anticipate future trends and changes so the technology will stand the test of time.

Our two I's stand for technical INNOVATION matched with human INSIGHT. Viiz offers a stable, fully-redundant cloud-based, mesh network that can transport all modern forms of data, from any device, to enhance and personalize the end-user experience. With that foundation, our R&D team develops novel technologies to address modern communications challenges or update legacy products. That's innovation in action. At the same time, we believe in the power of human insight to harness that technology and data and use it to support real people in their moments of need — whether in an emergency situation or simply when they need help to resolve a problem.

And why the Z? Because Z stands for completion and for ZENITH, the time and place in which something is most powerful and successful — and also the name of our powerful, IoT-connected network. Zenith describes our aim for our clients and their end users, to deliver the most satisfying customer experience possible so they feel their problem or challenge was fully understood and addressed. You might call us idealists, but that's the standard we set for ourselves at Viiz. 

Have you set up
your profile?

What profile?

Your profile
in TMA's NEW
member portal!

The Louis T. Fiore Electronic Communications Scholarship

Established in October 2022, the scholarship honors Mr. Fiore's enduring contribution to the alarm industry and the Alarm Industry Communications Committee (AICC).

The scholarship is intended to promote careers in electronic communications.

Applications are now being accepted.

DEADLINE: Sept. 15, 2023

The first scholarships will be presented at the 2023 TMA Annual Meeting.

DOUBLE-PLAY COMBO!

FLEXIBLE PoE SOLUTIONS – by ALTRONIX



Deploy two security devices with a single cable, ensuring all your bases are covered.

- ▶ **NetWay2ES – 2-Port PoE+ Splitter**
 - Provides PoE+ over 2-ports (60W)
 - Supports IP cameras, illuminators, access devices and more...
 - Powered via PoE
- ▶ **NetWay3012P – PoE Adapter/Converter**
 - Provides PoE+ (30W) and 12VDC simultaneously
 - Supports IP cameras, external microphones, IR illuminators and more...
 - Powered via PoE



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YOUR LEADER IN POWER & DATA TRANSMISSION

Congratulate TMA's 2023 Five Diamond Designees

The monitoring centers listed below are designated TMA Five Diamond through April 2024. This designation marks a commitment to the highest industry standards. Visit TMA.us for the most up-to-date listing of certificants.

a.p.i. Alarm Inc.

Denver, CO

www.apialarm.com

Full Service Monitoring
Designated since 01/2023

a.p.i. Alarm Inc.

Toronto, ON

www.apialarm.com

Full Service Monitoring
Designated since 01/2023

Acadian Monitoring Services, LLC

Lafayette, LA

www.acadianmonitoringservices.com

Wholesale Monitoring
Designated since 01/2005

ADT Commercial LLC (formerly Protection One)

Irving, TX

www.adt.com

Full Service Monitoring
Designated since 10/2014

Affiliated Monitoring

Union, NJ

www.affiliated.com

Wholesale Monitoring
Designated since 09/2005

Affiliated Monitoring

Houston, TX

www.affiliated.com

Wholesale Monitoring
Designated since 05/2022

Alarm Detection Systems, Inc.

Aurora, IL

www.adsalarm.com

Full Service Monitoring
Designated since 08/2003

Alarm Detection Systems, Inc.

(formerly Safe Systems)

Louisville, CO

www.adsalarm.com

Full Service Monitoring
Designated since 08/2004

Alarmco, Inc.

Las Vegas, NV

www.alarmco.com

Full Service Monitoring
Designated since 06/2006

Alert 360

Tulsa, OK

www.alert360.com

Full Service Monitoring
Designated since 08/2018

Allied Universal Technology Services

Richardson, TX

www.aus.com

Full Service Monitoring
Designated since 07/2013

Allied Universal Technology Services

Wyoming, MI

www.aus.com

Full Service Monitoring
Designated since 06/2021

American Burglary & Fire

Fenton, MI

www.abfsecurity.com

Full Service Monitoring
Designated since 11/2005
Returning in 2023!

American Electric Power

Columbus, OH

www.aep.com

GSOC Monitoring
Designated since 11/2020

Amherst Alarm Inc.

Amherst, NY

www.amherstalarm.com

Full Service Monitoring
Designated since 03/2004

AvantGuard Monitoring Centers

Cedar City, UT

www.agmonitoring.com

Wholesale Monitoring
Designated since 05/2023
New in 2023!

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

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

Blackline Safety

Calgary, AB

www.blacklinesafety.com

Full Service Monitoring - Canada
Designated since 04/2018

Brightspeed Security Systems (formerly CenturyLink Security)

Monroe, LA

www.brightspeedsecurity.biz

Full Service Monitoring
Designated since 02/2005

Centra-Larm Monitoring Inc.

Manchester, NH

www.centra-larm.com

Wholesale Monitoring
Designated since 06/2009

Central Monitoring and Dispatch, Inc.
Pittsburgh, PA
www.cmdispatch.com
Full Service Monitoring
Designated since 02/2022

Central Security Systems, Inc.
Fishers, IN
www.central-security.com
Full Service Monitoring
Designated since 08/2013
Returning in 2023!

Clearview Securities, Inc.
Knoxville, TN
www.clearviewtn.com
Full Service Monitoring
Designated since 05/2023
New in 2023!

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
Wholesale Monitoring
Designated since 03/2011

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

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

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.DGA.com
Full Service Monitoring
Designated since 02/2005

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

ECAM Secure
Long Beach, CA
www.ecamsecure.com
Full Service Monitoring
Designated since 06/2010
Returning in 2023!

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.epsssecurity.com
Full Service Monitoring
Designated since 06/2004

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

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

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

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

Interface Systems
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

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

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

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

<p>National Monitoring Center Lake Forest, CA www.nmccentral.com Wholesale Monitoring Designated since 06/2016</p>	<p>Securitas Electronic Security, Inc. Uniontown, OH www.securitates.com Full Service Monitoring Designated since 11/2003</p>	<p>The Watchlight Corporation El Cajon, CA www.watchlight.com Full Service Monitoring Designated since 03/2014</p>
<p>Nationwide Central Station Monitoring Corp. Freeport, NY www.nationwidedigital.com Full Service Monitoring Designated since 04/2007</p>	<p>Security Alarm Corporation Port Charlotte, FL www.securityalarmcorp.com Full Service Monitoring Designated since 06/2012</p>	<p>Titan Protection Overland Park, KS www.tpcsecurity.com Full Service & Wholesale Monitoring Designated since 10/2022</p>
<p>NextEra Energy, Inc. Juno Beach, FL www.nexteraenergy.com GSOC Monitoring Designated since 12/2022</p>	<p>Security Equipment, Inc. (SEI) Omaha, NE www.sei-security.com Full Service Monitoring Designated since 07/2004</p>	<p>U.S. Monitoring, Inc. Oklahoma City, OK www.usm-ok.com Wholesale Monitoring Designated since 08/2018</p>
<p>Operational Intelligence Center Indianapolis, IN Full Service Monitoring Designated since 01/2020</p>	<p>Siemens Industry, Inc. Irving, TX www.siemens.com Full Service Monitoring Designated since 03/2004</p>	<p>United Central Control San Antonio, TX www.teamucc.com Wholesale Monitoring Designated since 08/2004</p>
<p>Per Mar Security Services Davenport, IA www.permarsecurity.com Full Service Monitoring Designated since 06/2005</p>	<p>Statewide Central Station Tampa, FL www.statewidecs.com Wholesale Monitoring Designated since 5/2023 <i>New in 2023!</i></p>	<p>Universal Atlantic Systems (UAS) Paoli, PA www.uas.com Full Service Monitoring Designated since 04/2004</p>
<p>Securitas Electronic Security, Inc. Honolulu, HI www.securitates.com Full Service Monitoring Designated since 12/2003</p>	<p>Superior Central Station, Inc. McAllen, TX www.superiorcentral.com Full Service Monitoring Designated since 06/2007</p>	<p>Valley Security and Alarm Fresno, CA www.valleysecurityandalarm.com Full Service Monitoring Designated since 10/2017</p>
<p>Securitas Electronic Security, Inc. (formerly known as FE Moran Security Solutions, LLC) Champaign, IL www.securitates.com Full Service Monitoring Designated since 12/2006</p>	<p>Telsco Security Systems Edmonton, AB www.telsco.com Full Service Monitoring - CA Designated since 02/2016</p>	<p>Vancouver Fire & Security Richmond, BC www.radiussecurity.ca Wholesale Monitoring - Canada Designated since 07/2012</p>
<p>Securitas Electronic Security, Inc. Charlotte, NC www.securitates.com Full Service Monitoring Designated since 03/2022</p>	<p>The Church of Jesus Christ of Latter-day Saints Salt Lake City http://churchofjesuschrist.org GSOC Monitoring Designated since 05/2012</p>	<p>Vector (East) Plymouth Meeting, PA www.vectorsecurity.com Full Service Monitoring Designated since 08/2003</p>
<p>Securitas Electronic Security, Inc. (formerly known as Supreme Security Systems, Inc.) Union, NJ www.securitates.com Full Service Monitoring Designated since 12/2004 <i>Returning in 2023!</i></p>	<p>The Las Colinas Association Irving, TX www.lascalinas.org GSOC Monitoring Designated since 11/2021</p>	<p>Vector (West) Warrendale, PA www.vectorsecurity.com Full Service Monitoring Designated since 08/2003</p>

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

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

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
GSOC Monitoring
Designated since 04/2008

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

**Clearly communicate
your commitment to
excellence in all you do!**

**Learn more about
TMA's programs:**

- Five Diamond
- IQ
- FirstNet
- ASAP-to-PSAP

www.tma.us/programs/

TMA/SSN 2023 Diversity, Equity, and Inclusion (DEI) Leadership Award

ENTER NOW

Today's business world requires that businesses create, foster, and encourage diversity and inclusion in the workplace to be successful. Doing so stimulates innovation; drives better decisions; makes teams more agile; and results in better business outcomes for employees and customers.

The Monitoring Association (TMA) and Security Systems News partnered to create the Diversity, Equity, and Inclusion (DEI) Leadership Award in 2022 with the goal of promoting and fostering a more inclusive workforce throughout the security industry.

**Applications will be accepted for the
2023 Award until Sept. 5th.**

Visit www.TMA.us for award details.



Monitoring Center Operator Level 1 Training Graduates

*USA and international
graduates completed
February 1, 2022 to
April 30, 2023*

Name	Company	Graduated	Name	Company	Graduated
Alexis Abram	Simplisafe Inc	4/13/2023	Rayanna Brozak	Alarm Detection Systems	4/13/2023
Amama Ajeroth	Telsco Security Systems (CA)	3/11/2023	Jasmine Bryant	Securitas Electronic Security	4/13/2023
Rodrigo Juarez Alcaraz	Blackline Safety Corp (CA)	3/1/2023	Neshon Butler	Smart Security Pros LLC dba Mobile Video Guard	4/13/2023
Dudley Acius	COPS Monitoring - New Jersey	3/8/2023	Allan Byers	Paladin Technologies (CA)	4/13/2023
Emily Almazan	Affiliated Monitoring	3/11/2023	Joshua Cabral	Tech Systems Inc	4/10/2023
Alakai Almodova	Avantguard Monitoring Centers	2/28/2023	Lynn Cadaoas	eCam Secure	4/10/2023
Mary Amateis	Avantguard Monitoring Centers	2/15/2023	Stephanie Campbell	Alert 360	3/31/2023
Alesha Ames	Simplisafe Inc	2/9/2023	Katerin Canas	Interface Security	3/30/2023
Bahram Amin	Simplisafe Inc	2/8/2023	Aaron Carpenter	Operational Intelligence Center	3/30/2023
Paul Amos	Fire Monitoring Of Canada Inc (CA)	2/7/2023	Megan Carr	Clearview Securities Inc	3/29/2023
Nettie Anderson	Interface Security	2/7/2023	Joseph Carrillo	The Aerospace Corporation	3/29/2023
Charlotte Anderson	Simplisafe Inc	2/4/2023	Keon Carson	Security Engineers Inc	3/28/2023
Iyona Andrews	Avantguard Monitoring Centers	2/4/2023	Aubry Carter	Smart Security Pros LLC dba Mobile Video Guard	3/28/2023
Evamarie Aponte	Securitas Electronic Security	2/2/2023	Alondra Castillo	Affiliated Monitoring	3/28/2023
John Atkisson	Jade Alarm Co	2/2/2023	Ellen Caudle	Compass Security Solutions	3/27/2023
Joshua Au	Simplisafe Inc	4/14/2023	Crystal Cavanaugh	COPS Monitoring - New Jersey	3/24/2023
Ruben Avila	Sebastian Corp	4/13/2023	Melanie Ceballos	Kings III Of America	3/24/2023
Utelsia Bacchus	Bell Canada (CA)	4/13/2023	Catherine Chadwick	iWatch Communications	3/23/2023
Mohamed Bachelani	Vivint Inc	3/5/2023	Kaela Chaffino	Affiliated Monitoring	3/22/2023
Eslam Badan	Operational Intelligence Center	2/14/2023	Leah Chambers	Avantguard Monitoring Centers	3/21/2023
Joseline Bahena	Peak Alarm Company	3/18/2023	Pamela Pierce Chancey	ESC Central	3/21/2023
Ariel Bailey	eCam Secure	3/18/2023	Roxanne Chavez	Superior Central Station Inc	3/20/2023
Maria Baker	Huronian Alarm & Fire Security, Inc. (CA)	3/12/2023	Julio Chicas	Life Alert Emergency Response	3/10/2023
Kevin Barker	Mspace Limited (TT)	3/11/2023	Tristan Chidester	Avantguard Monitoring Centers	3/10/2023
Becky Barry	Guardian Alarm Company	3/11/2023	Jeff Childress	ESC Central	3/9/2023
Steven Barth	Vivint Inc	3/9/2023	Shawnte Chism	ABT	3/9/2023
Rohan Barthelmy	Tech Systems Inc	3/8/2023	Kaden Christensen	Avantguard Monitoring Centers	3/9/2023
Rhea Batts	ESC Central	3/7/2023	Kaleb Christensen	Avantguard Monitoring Centers	3/9/2023
Adam Baumes	Interface Security Systems	2/24/2023	Courtine Cobb	Avantguard Monitoring Centers	3/9/2023
avid Bean	Avantguard Monitoring Centers	2/16/2023	Angel Cogdill	COPS Monitoring - New Jersey	3/8/2023
Kelly Beck	Alert 360	2/16/2023	Ondrea Cole	Interface Security Systems	3/8/2023
Jenifer Beck	Avantguard Monitoring Centers	2/15/2023	Syria Coleman	Interface Security Systems	3/7/2023
Amber Bell	National Monitoring Center	2/14/2023	Danielle Coleman	National Monitoring Center	3/7/2023
Hector Bernal	Life Alert Emergency Response	2/19/2023	Cody Collinsworth	Walden Security	3/7/2023
Madison Berry	Northern911 (CA)	3/8/2023	Pamela Columbia	Statewide Central Station	3/7/2023
Christina Berumen	Alarmwatch	3/21/2023	Gail Considine	Washington Alarm	3/6/2023
Ray sean Blanks	Avantguard Monitoring Centers	4/28/2023	Abraham Corona	The Las Colinas Association	3/2/2023
Edward Bledsoe	COPS Monitoring - New Jersey	4/12/2023	Thomas Corso	Electronix Systems CSA Inc	3/2/2023
Timothy Bognot	Cps Security Solutions Ecamm Secure	4/10/2023	Arturo Monje-Cortazar	National Monitoring Center	2/24/2023
Tenesse Bognot	eCam Secure	4/9/2023	Lorena Perez Cristanos	Bay Alarm	2/22/2023
Leif Boren	Avantguard Monitoring Centers	4/9/2023	Chris Cubit	National Monitoring Center	2/22/2023
Scott Bosch	Costco Wholesale	4/8/2023	Greg Curnutt	Alert 360	2/22/2023
Janeil Bostic-Humphrey	Mspace Limited (TT)	4/8/2023	Jennifer Dacosta	COPS Monitoring - New Jersey	2/21/2023
Kyle Boyd	Wegmans Asset Protection	3/8/2023	Fady Dagher	Sentinelle Alarm (CA)	2/21/2023
Kris Brackin	Pro-Vigil Inc	3/4/2023	Amber Dalton	COPS Monitoring - New Jersey	2/20/2023
Deshand Bradley	Vivint Inc	3/29/2023	James Dam	Interface Security Systems	2/19/2023
Kyle Brech	Avantguard Monitoring Centers	4/24/2023	Chennelle Darby-Webster	National Monitoring Center	2/16/2023
Kiyah Britt	US Monitoring Inc	4/11/2023	Erica Datcher	Smart Security Pros LLC dba Mobile Video Guard	2/16/2023
Jasmine Brooks	Interface Security	2/17/2023	Robert Davis	Bell Canada (CA)	2/16/2023
Navante Brower	Bay Alarm	4/14/2023	Aaron Davis	Electronix Systems CSA Inc	2/14/2023
Rachelle Brown	Kings III Of America	4/14/2023	Jean Davison	Washington Alarm	2/13/2023
Isabella Brown	Security Engineers Inc	4/13/2023	Bailey Deckard	Federal Response Center	2/11/2023

Name	Company	Graduated	Name	Company	Graduated
Givenson Delva	COPS Monitoring - New Jersey	2/9/2023	Raul Gomez	Affiliated Monitoring	4/30/2023
Giovanny Diaz	GM Security Technologies	2/9/2023	Griselda Gomez	Life Alert Emergency Response	4/26/2023
Gonzalo Diaz	The Aerospace Corporation	2/7/2023	Yessenia Gonzalez	Life Alert Emergency Response	4/10/2023
John Diaz	United Central Control	2/7/2023	Ashley Gonzalez	Superior Central Station Inc	3/28/2023
Andrew Dickenson	eCam Secure	2/3/2023	Maria Graboski	Life Alert Emergency Response	3/27/2023
Deaire Dickerson	National Monitoring Center	2/3/2023	Tatum Graff	Avantguard Monitoring Centers	3/26/2023
Eunice Dillon	Interface Security Systems	2/1/2023	Albunda Grant	Clearview Securities Inc	3/23/2023
Marisa Bitommaso	Washington Alarm	2/1/2023	Cedrick Gray	Interface Security	3/22/2023
Brad Dixon	Alert 360	2/1/2023	Ashanti Gray	Securitas Electronic Security	3/21/2023
Gretel Dixon	Avantguard Monitoring Centers	3/27/2023	Aliskachelle Green	Interface Security Systems	3/21/2023
Anita Dolan	Simplisafe Inc	3/15/2023	Tristen Green	United Central Control	2/21/2023
James Donohoe	Affiliated Monitoring	3/30/2023	Ericamonique Greer	DMC Security Services Inc	2/13/2023
Sam Donohoe	National Monitoring Center	3/27/2023	Nickolas Grimes	Operational Intelligence Center	2/12/2023
Tatyana Downing	Simplisafe Inc	2/20/2023	Connie Groves	Affiliated Monitoring	2/11/2023
Aydan Doyle	COPS Monitoring - New Jersey	2/17/2023	Liliana Guffey	iWatch Communications	2/11/2023
Violet Dozier	Central Monitoring Dispatch	4/6/2023	Jessenia Guity	Affiliated Monitoring	2/9/2023
Steven Drexler	Wegmans Asset Protection	4/5/2023	Joshua Gunnell	Avantguard Monitoring Centers	2/4/2023
Leisha Dunlap	Avantguard Monitoring Centers	4/4/2023	Luis Guzman	National Monitoring Center	2/12/2023
Rachelle Dunn	Simplisafe Inc	4/3/2023	Ricardo Guzman	Superior Central Station Inc	2/21/2023
Christina Duperval	COPS Monitoring - Boca Raton	4/2/2023	Lucas Haaser	Avantguard Monitoring Centers	2/10/2023
Samantha Eckhardt	Kings III Of America	3/31/2023	Keaton Hadley	Avantguard Monitoring Centers	2/10/2023
Michael Eigenrauch	Avantguard Monitoring Centers	3/27/2023	Kirstin Hadley	Bell Canada (CA)	3/30/2023
Ariel Eisler	Centurytel Security Systems	3/26/2023	Nakanya Hailey	Interface Security Systems	3/13/2023
Priscilla Elizale	Brinks Home Security	3/24/2023	Kristen Hale	ESC Central	3/9/2023
Joshua Ellis	Compass Security Solutions	3/23/2023	Makayla Hall	Avantguard Monitoring Centers	3/5/2023
Rebecca Engle	National Monitoring Center	3/22/2023	Marquis Hall	COPS Monitoring - New Jersey	2/8/2023
Piilua Eti	Washington Alarm	3/21/2023	Anna Hamilton	Az Security Control	3/30/2023
Larry Evers	<i>Company unknown</i>	3/21/2023	Isaiah Hammond	Tech Systems Inc	3/30/2023
Nicolas Fabius	DGA Security	3/21/2023	Mckayla Hampton	Simplisafe Inc	3/18/2023
Daniel Falcon	Vivint Inc	3/20/2023	Mikhail Hardeman	US Monitoring Inc	3/18/2023
Ashley Fedora	Bell Canada (CA)	3/20/2023	Gord Harder	Bell Canada (CA)	2/13/2023
Illinois Fernandez	Wayne Alarm Systems Inc	3/19/2023	Brandi Harper	Simplisafe Inc	4/29/2023
Julio Figueroa	Nationwide Digital Monitoring Co	3/17/2023	Jeffery Harris	Compass Security Solutions	4/1/2023
Shawn Flanagan-Fortin	ADT By Telus (CA)	3/17/2023	Jonpaul Harris	Statewide Central Station	3/7/2023
Kierra Flynn	Kings III Of America	3/15/2023	Preston Hart	Peak Alarm Company	2/27/2023
Edita Foric	Allied Universal Technology Services	3/15/2023	Elaina Hartos	Electronix Systems CSA Inc	2/21/2023
Monica Francois	Affiliated Monitoring	3/14/2023	Olandes Hayes	Interface Security Systems	3/17/2023
Nikol Franklin	Alert 360	4/30/2023	Tiffany Hayes	Simplisafe Inc	3/15/2023
Lesslie Fuqua	ESC Central	4/11/2023	Darlene Healy	COPS Monitoring - New Jersey	4/10/2023
Madison Gagne	United Central Control	4/10/2023	Caroline Heifort	Vivint Inc	2/17/2023
Roland Gaines	Simplisafe Inc	4/9/2023	Destiny Henderson	Centurytel Security Systems	3/16/2023
Cheryl Galagun	Bell Canada (CA)	4/20/2023	Jonathan Henry	Mspace Limited (TT)	3/20/2023
Tara Galbreath	ESC Central	4/22/2023	Adriana Hern	The Monitoring Center (CA)	3/18/2023
Andrea Galchutt	Vivint Inc	4/22/2023	Crisnner Hernandez	Brinks Home Security	3/18/2023
Bryan Galvan	Life Alert Emergency Response	4/21/2023	Dustin Hernandez	Dispatch Center Ltd	3/18/2023
Adamary Gamez	Interface Security	4/21/2023	Estefania Hernandez	Interface Security	3/18/2023
Justin Gardner	Avantguard Monitoring Centers	4/21/2023	Gloria Hernandez	Life Alert Emergency Response	3/18/2023
Brooke Garthright	Simplisafe Inc	3/4/2023	Joseph Hill	Avantguard Monitoring Centers	3/18/2023
Cristina Garza	Superior Central Station Inc	2/21/2023	Stacey Hill-Addie	Securitas Electronic Security	3/18/2023
Deonna Gates	Vivint Inc	4/6/2023	Shatori Hines	Bay Alarm	3/18/2023
Aziel Gayatan	National Monitoring Center	4/2/2023	Matthew Holland	Avantguard Monitoring Centers	3/18/2023
Michael Gelvin	United Central Control	3/7/2023	Sammtris Hopkins	Interface Security Systems	3/10/2023
Ameena Smith Gibson	COPS Monitoring - New Jersey	2/6/2023	Latoya Horne	Quick Response Monitoring	3/8/2023
Rocco Gilorma	COPS Monitoring - New Jersey	4/27/2023	Shavawn Horton	ESC Central	3/3/2023
Larry Girard	Tech Systems Inc	4/12/2023	Stephanie Hosein	Life Alert Emergency Response	3/1/2023
Yadin Gloi	Securitas Electronic Security	3/22/2023	Savonne Howard	Simplisafe Inc	4/4/2023
John Godsey	Dynamark Monitoring	4/22/2023	Jessica Howell	American Electric Power Security Ops Center	3/29/2023
Micah Goff	Avantguard Monitoring Centers	4/10/2023	Holly Hurd	Securitas Electronic Security	3/24/2023
Prekeisha Goins	Simplisafe Inc	3/3/2023	Olivia Hussey	Avantguard Monitoring Centers	3/24/2023

Name	Company	Graduated	Name	Company	Graduated
Tiana Huston	Avantguard Monitoring Centers	3/13/2023	Stephanie Marsden	Centralarm	2/1/2023
Jose Ibarraza	Simplisafe Inc	3/8/2023	Tempos Marshall	Kings III Of America	4/14/2023
Timothy Isom	Avantguard Monitoring Centers	2/13/2023	Julianna Marshall	Life Alert Emergency Response	4/14/2023
Miriam Izard	Life Alert Emergency Response	2/9/2023	Cheyenne Martin	Fleenor Security System	4/14/2023
Ce'aira Jackson	American Electric Power Security Ops Center	2/5/2023	Shakeya Martin	National Monitoring Center	4/5/2023
Jadasha Jackson	Securitas Electronic Security	2/3/2023	Florentina Martinez	National Monitoring Center	3/30/2023
Becky Jacquier	Clearview Securities Inc	2/6/2023	Lisa Martinez	Securitas Electronic Security	3/20/2023
Tykihah James	Securitas Electronic Security	3/17/2023	Karen Martinez	Vector East	3/15/2023
Mary Jenkins	Avantguard Monitoring Centers	3/7/2023	Andre Masiero	ABT By Telus (CA)	3/13/2023
Alexander Jenkins	Interface Security Systems	2/27/2023	Lane Mason	Securtek (CA)	3/10/2023
Khya Jensen	iWatch Communications	2/27/2023	Tiffany Mattingly	HVAC Concepts	
Bria Johnson	Affiliated Monitoring	2/9/2023		A Fidelity Building Services Group Company	2/24/2023
Altee Johnson	Interface Security	3/30/2023	Samuel Mcconkie	Avantguard Monitoring Centers	2/22/2023
Carrie Johnson	National Monitoring Center	3/27/2023	Reilly Mccutchen	Avantguard Monitoring Centers	2/11/2023
Abigail Johnson	Per Mar Security Services	3/21/2023	Rachel Mcdaniel	Alert 360	4/19/2023
Janessa Joosten	Damar Security Servicessecurity Response Ctr (CA)	3/13/2023	Denise Mcguire	Costco Wholesale	4/18/2023
Brandy Jordan	COPS Monitoring - Boca Raton	2/23/2023	Jada Mcmillan	Simplisafe Inc	3/5/2023
Manpreet Kaur	Bell Canada (CA)	2/21/2023	Alyssia Meeks	Avantguard Monitoring Centers	3/4/2023
Jaspreet Kaur	The Monitoring Center (CA)	2/2/2023	Claudia Mena	Life Alert Emergency Response	3/3/2023
Tnayah Keeling	Affiliated Monitoring	2/10/2023	Angelica Mendoza	Avantguard Monitoring Centers	3/2/2023
Morgan Kennedy	Simplisafe Inc	4/24/2023	Kevin Mendoza	The Aerospace Corporation	3/2/2023
Lawanda Kimbro	Quick Response Monitoring	4/3/2023	Halima Mganga	ABS Security LP	3/2/2023
Porter King	Avantguard Monitoring Centers	4/3/2023	Robbieronna Miles	Interface Security Systems	3/1/2023
Komal Komal	The Monitoring Center (CA)	4/3/2023	Jacquelynn Miller	Security Alarm Corporation	3/1/2023
Isayah Koonce	Securitas Electronic Security	4/3/2023	Mary Miller	Simplisafe Inc	2/28/2023
Debra Kritner	Washington Alarm	4/3/2023	Heather Minor	Simplisafe Inc	2/25/2023
Jennifer Kukulko	Bell Canada (CA)	4/24/2023	Chandra Mitchell	COPS Monitoring - Boca Raton	2/25/2023
Craig Kunz	Bell Canada (CA)	4/30/2023	Bavina Mohler	Securitas Electronic Security	2/25/2023
Sara Kuszniar	COPS Monitoring - New Jersey	3/9/2023	Sabine Mondestin	Bell Canada (CA)	2/24/2023
Brillan Laird	Avantguard Monitoring Centers	3/8/2023	Jane Mondragon	Paladin Technologies (CA)	2/24/2023
Victoria Lalita	Securitas Electronic Security	3/7/2023	Madison Moore	Avantguard Monitoring Centers	2/24/2023
Ashley Lambert	Vivint Inc	4/30/2023	Jordan Moore	COPS Monitoring - New Jersey	2/23/2023
Robert Landry	Comporium Sma Solutions Inc	4/29/2023	Kristina Moore	Northern911 (CA)	2/23/2023
Anika Larson	Avantguard Monitoring Centers	4/7/2023	Delia Moore	Per Mar Security Services	2/23/2023
Erin Larson	Vivint Inc	3/31/2023	Edwin Mora	HVAC Concepts	
Jasmine Laughren	Fleenor Security System	3/28/2023		A Fidelity Building Services Group Company	2/2/2023
Sophia Laurin	Northern911 (CA)	3/25/2023	Alberto Mora	The Aerospace Corporation	2/20/2023
Socha Lawman	Bell Canada (CA)	3/16/2023	Emily Morales	COPS Monitoring - New Jersey	3/29/2023
Marcus Layosa	Avantguard Monitoring Centers	3/16/2023	Tania Moreira	<i>Company unknown</i>	3/27/2023
Henry Lee	Avantguard Monitoring Centers	2/27/2023	Caitlin Moreton	US Monitoring Inc	2/10/2023
Karlie Lett	Securitas Electronic Security	2/21/2023	Diana Morones	Security Central	4/26/2023
Julian Leyva	Affiliated Monitoring	2/13/2023	Jennifer Morrill	Wayne Alarm Systems Inc	4/26/2023
Javier Linares	Life Alert Emergency Response	2/6/2023	Tommi Morris	Security Central	4/26/2023
Sonia Winchester Lingham	ADT	4/25/2023	Myleen Mortel	Bell Canada (CA)	4/26/2023
Kara Linkonis	Simplisafe Inc	4/25/2023	Shanara Motley	ADT	4/26/2023
Miguel Lopez	Bay Alarm	4/19/2023	Nabeel Mougammadou	Bell Canada (CA)	4/25/2023
Ivan Lopez	National Monitoring Center	3/30/2023	Eleanor Moyrong	National Monitoring Center	4/20/2023
Edwin Lopez	Nationwide Digital Monitoring Co	3/30/2023	Kali Mueller	First Alarm	4/19/2023
Skylar Lowe	Avantguard Monitoring Centers	3/9/2023	Ossama Nadouri	Bell Canada (CA)	4/11/2023
Juliana Lowe	Avantguard Monitoring Centers	3/9/2023	Nicholaus Nappier	Life Alert Emergency Response	4/11/2023
Keshell Lucas	National Monitoring Center	3/9/2023	Jimmy Nash	Affiliated Monitoring	4/11/2023
Ester Luevano	Alert 360	3/9/2023	Chris Nelson	Bell Canada (CA)	3/31/2023
Pablo Luna	Life Alert Emergency Response	3/9/2023	Melissa Nelson	National Monitoring Center	3/28/2023
Ornelas Lydia	ADT	3/9/2023	Kathleen Nesmith	Federal Response Center	3/28/2023
Khrystal Lynch	Centralarm	2/28/2023	Nicole Nichols	COPS Monitoring - New Jersey	3/28/2023
Gauge Lysdale	Alert 360	2/8/2023	Ryan Nicotera	Statewide Central Station	3/28/2023
Jessielle Magnaye	Blackline Safety Corp (CA)	3/25/2023	Armando Nieves	GM Security Technologies	3/28/2023
Matthew Malan	Avantguard Monitoring Centers	2/15/2023	Noella Nkiele	Bell Canada (CA)	3/28/2023
Mark Manoharan	The Monitoring Center (CA)	2/1/2023	Nkosana Nkomo	Securitas Electronic Security	2/22/2023

Name	Company	Graduated	Name	Company	Graduated
Gage Null	Federal Response Center	2/22/2023	Destino Rivera	Nationwide Digital Monitoring Co	3/20/2023
Theresa Nuth	eCam Secure	2/22/2023	Francheska Rivera	Vector East	3/18/2023
Chad Nuttall	Avantguard Monitoring Centers	2/22/2023	Danasia Rivers-Banks	DGA Security	2/8/2023
Angela Odell	ADT	2/22/2023	Mark Robertson	Simplisafe Inc	2/4/2023
gheneukaro Ogbighele	Paladin Technologies (CA)	2/22/2023	Paige Robinson	National Monitoring Center	3/27/2023
Bryson Oleson	Avantguard Monitoring Centers	3/14/2023	Tanisha Rodgers	Bell Canada (CA)	2/13/2023
Jonathan Olivo	US Monitoring Inc	3/4/2023	Imelda Rodriguez	ADT	2/9/2023
Angel Ornelas	Az Security Control	2/21/2023	Diana Rodriguez	Affiliated Monitoring	2/10/2023
Anna Ottano	Life Safety Monitoring LLC	4/29/2023	Luis Rodriguez	Blackline Safety Corp (CA)	3/14/2023
Adam Packer	Avantguard Monitoring Centers	4/27/2023	Ricardo Rodriguez	Brinks Home Security	3/12/2023
Juana Arturo paez	Blackline Safety Corp (CA)	4/26/2023	Lariza Rojas	Avantguard Monitoring Centers	3/24/2023
Janet Palin	Bell Canada (CA)	4/25/2023	Jasmine Romero	Brinks Home Security	3/10/2023
Angel Palm	Per Mar Security Services	4/19/2023	Brooklyn Romriell	Avantguard Monitoring Centers	4/25/2023
Kaitlyn Palmer	Avantguard Monitoring Centers	3/26/2023	Benjamin Rosado	Simplisafe Inc	4/12/2023
Herly Pamphile	Bell Canada (CA)	3/16/2023	Tammi Roseboro	Comporium Sma Solutions Inc	4/12/2023
Benjamin Parker	Operational Intelligence Center	2/23/2023	Sara Royce	Gillmore Security Systems Inc	4/12/2023
Gabrielle Pastella	Simplisafe Inc	2/22/2023	Charles Russell	Vivint Inc	4/12/2023
Cory Patrick	Avantguard Monitoring Centers	2/16/2023	Alycia Rusyn	Securitas Electronic Security	4/12/2023
Bria Paxton	Interface Security Systems	2/20/2023	Ariana Ruvalcaba	Life Alert Emergency Response	4/12/2023
Amber Payment	Bell Canada (CA)	2/9/2023	Caitlyn Saldana	Per Mar Security Services	4/11/2023
Stacey Payne	ADT	2/3/2023	Brenda Sanchez	ADT	4/7/2023
Bianca Peacock	Smart Security Pros LLC dba Mobile Video Guard	4/5/2023	Olivia Sanchez	Life Alert Emergency Response	3/15/2023
Irene Pech	eCam Secure	2/2/2023	Krystal Sanchez	Statewide Central Station	3/15/2023
Shelley Peebles	Securitas Electronic Security	4/21/2023	Patrick Sandate	Cps Security Solutions Ecam Secure	3/15/2023
Alliyah Pellum	Washington Alarm	3/3/2023	Brittany Sanford	Fleenor Security System	3/15/2023
Nancy Perez	ADT	3/2/2023	David Dos Santos	COPS Monitoring - Boca Raton	3/15/2023
Sebastian Perez	eCam Secure	2/4/2023	Chyna Saunders	Simplisafe Inc	3/15/2023
Edgardo Perez	GM Security Technologies	2/3/2023	Kara Schreiber	Statewide Central Station	3/15/2023
Shea Perez	Interface Security	4/14/2023	Donovan Schultz	Washington Alarm	3/15/2023
Mary Perez	United Central Control	4/20/2023	Brenden Scott	Avantguard Monitoring Centers	3/15/2023
Justin Perkins	Tech Systems Inc	3/27/2023	Dionna Seward	Simplisafe Inc	2/22/2023
Patty Perrigin	ESC Central	4/17/2023	Emily Shackelford	Kings III Of America	2/22/2023
Dakota Perrine	Securitas Electronic Security	4/17/2023	Tucker Shaffer	Avantguard Monitoring Centers	2/22/2023
Ashley Peterson	Avantguard Monitoring Centers	4/14/2023	Andre Shannon	Interface Security	2/22/2023
Don Philippi	Central Monitoring Dispatch	3/30/2023	Real Shannon	Vivint Inc	2/22/2023
Stephine Phillip	DGA Security	3/30/2023	Jennifer Sheahan	Interface Security Systems	2/15/2023
Nelson Pineda	Life Alert Emergency Response	3/30/2023	Yadasia Shelton	Simplisafe Inc	2/15/2023
Paola Pinkus	Life Alert Emergency Response	3/30/2023	Matthew Sheppard	COPS Monitoring - New Jersey	2/15/2023
James Pippin	Avantguard Monitoring Centers	3/30/2023	Christopher Shoals	National Monitoring Center	2/13/2023
Brandon Poe	First Alarm	3/30/2023	Averi Short	Avantguard Monitoring Centers	2/8/2023
Lametra Price	National Monitoring Center	3/30/2023	Raynard Shurn	Operational Intelligence Center	2/8/2023
Jashawn Pryor	Vivint Inc	3/30/2023	Richard Sigala	National Monitoring Center	2/8/2023
Chantavia R	The Monitoring Center (CA)	3/25/2023	Kevin Silva	GM Security Technologies	2/8/2023
Cynthia Rabajante	Dynamark Monitoring	3/9/2023	Delores Simmons	Vector East	2/8/2023
Yeraliz Ramirez	Genesis Security Services Inc	2/28/2023	Kyra Simpson-Coble	Alert 360	2/8/2023
Michelle Ramos	GM Security Technologies	2/23/2023	Sithusan Sinnathurai	Sentinelle Alarm (CA)	2/8/2023
Shannon Rea	ADT By Telus (CA)	2/23/2023	Brandon Smalls	Tech Systems Inc	2/8/2023
Nichole Reading-Gosby	Simplisafe Inc	2/23/2023	Timothy Smann-Seng	eCam Secure	3/20/2023
Zackary Redmond	Kings III Of America	2/23/2023	Karrington Smith	Blue Ridge Monitoring	3/20/2023
Michelle Reed	National Monitoring Center	2/23/2023	Atoy Smith	DGA Security	2/15/2023
Vida Rennie	ADT By Telus (CA)	2/23/2023	Melissa Smith	Securitas Electronic Security	2/14/2023
Kenny Reymann	Securitas Electronic Security	2/23/2023	Teresa Smith	Security Alarm Corporation	2/14/2023
Joshua Reynolds	Operational Intelligence Center	2/23/2023	Kahlia Smith	Vivint Inc	2/9/2023
Mckayla Richards	Avantguard Monitoring Centers	2/23/2023	Alliyah Smith-Camp	Simplisafe Inc	4/18/2023
Lakyla Richards	COPS Monitoring - New Jersey	2/23/2023	Rusty Solaita	eCam Secure	4/19/2023
Jace Richards	Securitas Electronic Security	2/23/2023	Juan Solorzano	Brinks Home Security	4/14/2023
Nickolas Richins	Avantguard Monitoring Centers	2/23/2023	Nicholas Sorge	Avantguard Monitoring Centers	4/4/2023
Marissa Riley	Securitas Electronic Security	2/7/2023	Guillermo Sotelo	Avantguard Monitoring Centers	3/23/2023
Leticia Riojas	Engineered Protection Systems Inc	4/17/2023	Genesis Soto	UAS	3/16/2023

Name	Company	Graduated	Name	Company	Graduated
Carmen Squalls	COPS Monitoring - Boca Raton	3/15/2023	Trevor Wakefield	Amherst Alarm Inc	4/24/2023
Maxton Stanton	Avantguard Monitoring Centers	3/10/2023	Ryan Walker	Avantguard Monitoring Centers	4/24/2023
Christopher Stephensen	WH International	3/7/2023	Duane Walker	Bell Canada (CA)	4/17/2023
Tyler Stevens	WH International	3/6/2023	Megan Wall	Avantguard Monitoring Centers	4/17/2023
Elwood Stewart	Interface Security	3/6/2023	Nathan Wallis	Turner Security Systems Inc	4/25/2023
Cassandra Stoudemire	Security Engineers Inc	4/20/2023	Joseph Waring	Electronix Systems CSA Inc	4/18/2023
Akoria Stovall	Securitas Electronic Security	4/13/2023	Jacob Watson	Securitas Electronic Security	3/6/2023
Michael Sukiasian	Life Alert Emergency Response	3/17/2023	Alexis Webb	National Monitoring Center	2/7/2023
Travianna Sutherland	Bell Canada (CA)	3/14/2023	Thomas Weeden	Smart Security Pros LLC dba Mobile Video Guard	3/20/2023
Caleb Swann	Smart Security Pros LLC dba Mobile Video Guard	3/1/2023	William Weinburgh	The Aerospace Corporation	4/20/2023
Kali Tamam	United Central Control	2/16/2023	Delores West	DMC Security Services Inc	4/9/2023
Tanvi Tanvi	The Monitoring Center (CA)	2/1/2023	Brianna Whicker	Simplisafe Inc	4/9/2023
Britt Taylor	ETC Communications	4/30/2023	Paul Whitaker	Eagle Fire Inc	4/9/2023
Amanda Taylor	HVAC Concepts		Rantisha Whitaker	Simplisafe Inc	4/8/2023
	A Fidelity Building Services Group Company	4/30/2023	Olivia White	Northern911 (CA)	4/7/2023
Brianna Templeton	Kings III Of America	4/30/2023	Michael Whitten	ESC Central	4/6/2023
Clara Thomas	Security Equipment Inc	4/30/2023	Nathan Wilburn	Fleenor Security System	4/6/2023
Taylor Thompson	Federal Response Center	4/28/2023	Toni Smith-Wilder	National Monitoring Center	4/6/2023
Terrell Thompson	Interface Security	4/28/2023	Wilbur Wiley	Federal Response Center	4/6/2023
Niah Thompson	Kings III Of America	4/23/2023	Mikayla Williams	Alarm Monitoring Services Inc	3/15/2023
Christina Thornton	Securitas Electronic Security	2/26/2023	Joi Williams	Kings III Of America	3/12/2023
Madison Thorpe	The Monitoring Center (CA)	2/17/2023	Derrick Willingham	Simplisafe Inc	3/10/2023
Josaphine Tindell	Vivint Inc	2/15/2023	William Wilson	Avantguard Monitoring Centers	2/4/2023
Savannah Tingey	Avantguard Monitoring Centers	2/14/2023	Tumonie Wilson	Kings III Of America	3/18/2023
Martin Andrew Torres	eCam Secure	2/10/2023	Matthew Wiseman	The Aerospace Corporation	4/28/2023
Messiah Toure	Smart Security Pros LLC dba Mobile Video Guard	2/7/2023	Kevin Wittig	Securtek (CA)	4/21/2023
Roger Trahan	*Not Given*	2/7/2023	Victoria Wolff	Vector West	4/20/2023
Shanika Tyler	Vector East	3/27/2023	Trevon Womack	Simplisafe Inc	4/18/2023
Jareka Tyson	Per Mar Security Services	2/3/2023	Jordan Wong	ADT By Telus (CA)	4/15/2023
Benjamin Umland	Securitas Technology	2/7/2023	Debra Yanez	ADT	4/14/2023
Garrett Valentine	Kings III Of America	4/25/2023	Richardine Young	Simplisafe Inc	4/11/2023
Christina Varela	Sebastian Corp	4/24/2023	Arshonna Young	Simplisafe Inc	4/19/2023
Diana Velasquez	Interface Security	4/21/2023	Gabriela Zelaya	Metrodial Corporation	4/2/2023
Richard Villarreal	Sebastian Corp	4/10/2023	Heather Zepeda	Superior Central Station Inc	4/23/2023
Soneli Vineyard	COPS Monitoring - New Jersey	2/25/2023	Uriel Zesati	Life Alert Emergency Response	4/22/2023
Carson Volk	Avantguard Monitoring Centers	2/23/2023	Zoe Zubik	ADT	4/28/2023
			Juanita Zuniga	Turner Security Systems Inc	4/13/2023

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Operator Level 2 Training Graduates

Name	Company	Graduated	Name	Company	Graduated
Priscilla Andrade	UAS	4/15/2023	Stan Nerhaugen	Per Mar Security Services	3/4/2023
Benjamin Basaijabanjana	Telsco Security Systems (CA)	3/26/2023	Benjamin Parker	Operational Intelligence Center	3/1/2023
Leif Boren	Avanguard Monitoring Centers	3/26/2023	Tai Parker	Securitas Electronic Security	2/24/2023
Aaron Carpenter	Operational Intelligence Center	2/15/2023	Jennifer Patterson	Wegmans Asset Protection	4/15/2023
Cody Collinsworth	Walden Security	4/13/2023	Edgar Perez	Provigil Inc	2/13/2023
Samantha Daigle	Huron Alarms (CA)	3/16/2023	Joshua Reynolds	Operational Intelligence Center	4/19/2023
Ashley Dunlap	Gillmore Security Systems Inc	4/17/2023	James Sandiland	Dynamark Monitoring	4/16/2023
Larry Evers	Company unknown	2/14/2023	Dustin Sheffield	Per Mar Security Services	4/7/2023
Dianna Friend	Gillmore Security Systems Inc	3/17/2023	Raynard Shurn	Operational Intelligence Center	3/10/2023
John Godsey	Dynamark Monitoring	2/6/2023	Hayden Tetreault	Paladin Technologies (CA)	2/28/2023
Nickolas Grimes	Operational Intelligence Center	2/3/2023	Lucciana Theodule	Cops Monitoring	4/18/2023
Kamal Gupta	Telsco Security Systems (CA)	4/5/2023	Michael Toomey	Bay Alarm	2/5/2023
Janeil Bostic-Humphrey	Mspace Limited (TT)	3/30/2023	Anna Tuck	Per Mar Security Services	2/21/2023
Aniya Johnson	Alarmco	2/8/2023	Rachel Tuke	Paladin Security Group (CA)	2/21/2023
Abbigail Johnson	Per Mar Security Services	4/4/2023	Jareka Tyson	Per Mar Security Services	2/8/2023
Edna Kelley	Engineered Protection Systems Inc	2/14/2023	Ronjae Vanrooyen	UAS	2/6/2023
Jasmine Laughren	Fleenor Security System	4/23/2023	Antwaun Washington	Company unknown	3/19/2023
Dominic Littleton	Kings III Of America	3/21/2023	Paul Whitaker	Eagle Fire Inc	4/30/2023



**Please contact
Alice Cornett
Giacalone for a
complimentary
review of your
current program
and quotes.**

Central Insurance Agency, Inc (CIA) is a specialized agency for the security and alarm industry. CIA contracts with several insurers to provide customers with competitive prices, broad coverage and wide line of products. The agency strives to provide each customer with responsive expertise. We provide insurance to companies that offer Burglar, Fire, CCTV, Access Control, Home Automation, PERS/Medical Alarms, Armed & Unarmed Guard/Patrol Response, Fire Suppression and Armored Car Services.

As an insurance professional focused on the security and alarm monitoring industry for twenty five years, **Alice Cornett Giacalone** is known throughout the United States as the premier specialist to this industry. Her client list includes the “who’s who” of the security, medical monitoring and low voltage contracting industry.

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- Employee Benefits Liability
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Central Insurance Agency, Inc. (Davenport Office)

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TMA's ASAP-to-PSAP Reaches 130

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



130 ASAP Active PSAPs (As of July 5, 2023)

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Montgomery
Morgan County
Talladega County

Arkansas

Little Rock

Arizona

Chandler
Paradise Valley
Phoenix
Tempe
Tucson

California

City of Riverside

Colorado

City & County of Denver
El Paso County
Jefferson County

Florida

Boca Raton
Bradenton
Charlotte County
Collier County
Manatee County
Pasco City
Riviera Beach
Sarasota County
West Palm Beach
Volusia County

Georgia

Alpharetta
Atlanta
Augusta/Richmond
DeKalb County
Henry County

Indiana

City of Lawrence
Hendricks County
IndyMarion County

Kentucky

Owensboro-Daviess

Maryland

Baltimore City
Prince George's County

Minnesota

Anoka County
City of Bloomington
Dakota County
Ramsey County
Rice and Steele County

Missouri

Boone County

North Carolina

Cary, Apex and Morrisville
Durham
Fayetteville/
Cumberland County
Guilford County
High Point
Iredell County
Johnston County
Kernersville
New Hanover County
Raleigh – Wake County
Union County
Wilson County

New York

Broome County
Cayuga County
Genessee County
Monroe County
Oneida County
Onondaga County
Ontario County
Suffolk County

Ohio

Cincinnati
Delaware County
Dublin

Hamilton County
Licking County
Westerville

Oregon

Deschutes County

Pennsylvania

Bucks County
Chester County
Crawford County
Cumberland County
Dauphin County
Elk County
Monroeville

Tennessee

Bradley County
Brentwood
Hamilton County
Memphis
Murfreesboro
Nashville
Williamson County

Texas

Beaumont
Bell County
Burleson
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Fort Worth
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Irving
Houston
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Plano
Rockwall
Williamson County

Virginia

Arlington County
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Chesterfield County

City of Richmond
Colonial Heights
Fairfax County
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Henrico County
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County VA
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New River Valley
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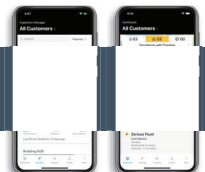


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