

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 11, 2024 4:16:40 PM
Last Modified: Monday, March 11, 2024 5:51:42 PM
Time Spent: 01:35:01
IP Address: 71.145.194.72

Page 1

Q1

Please provide the following information

Award Contact Name	Joey Rao-Russell
Company	Kimberlite dba Sonitrol
Email Address	jrussell@sonitrolsecurity.com
Phone Number	661472232

Q2 **SMB (0-40,000 subscribers)**

Which Monitoring Center of the Year category are you entering?

Q3

TRAINING AND EDUCATION - Please provide detailed information on your new hire and on-going training programs. Please specifically address content, testing, evaluation/analysis, and methodology. Share the qualifications and training for your trainers. Define additional training modules and target skill sets. Explain how you determine and address training and knowledge gaps over time. Describe how training programs are allocated and include any incentive programs that you have implemented around training. (25%)

All of our operators go through a 10 week program. Every trainee is assigned a 3 person training team as their mentors, coach, and teacher. Our training coordinator is the classroom lead, one certified trainer takes them for 4 weeks to do immersive training with observation, last certified trainer for final 4 weeks, shadows trainees offering guidance and answering questions. They also do a daily evaluation for management to evaluate if training should be accelerated or decelerated. At the end of the 10 week program (seen as little as 8 weeks with experience) They graduate to full dispatcher and are solo. Our training team receive a \$250 bonus for each successful trainee. Because we specialize in verification we have found an immersive training experience best prepares them for what they will encounter when solo. It also gives them time to build relationships and trust to feel supported.

Week 1 is classroom training on Alarms 101 and orientation, what a keypad is, why alarms are important, what a motions sensor is.

Week 2 - Classroom Training Alarm SOP - How we handle signals, what type of signals, Basic Audio & Video Examples, how and when to dispatch, Sandbox training with actual alarm samples for practice

Week 3-6 -

Q4

DISASTER RECOVERY - Please explain your center's disaster recovery solution. Provide details relevant to its scope, how you train to the plan and how/when you test the plan. (Note: It is acceptable to submit a copy of the outline page of your plan.) (10%)

We have an internal DR plan. We have a redundant DR Central Station in our Bakersfield Remote Office. Staff is cross trained to handle and are required to spend 1 week in our production central station for recertification annually. We test our connections and transfer annually for full test and we test all connectivity and set up monthly.

Q5

USE OF TECHNOLOGY - Explain how technology is used to support business intelligence for monitoring operations; customer support; training; sales and marketing; HR; accounting; and, end users/subscribers. (10%)

Technology allows us to do what we do. For instance our phone system with one number can seamlessly route you to the department or person you need any any hour. We use integrated Salesforce with Hubspot to support our customer service and sales. These are both integrated through an API with our monitoring platform to give visibility to activity, service needs, and billing. We use Manitou and SonIP (Sonitrol proprietary) to handle alarm signals. Our specialty of Video and Audio verification uses analytics and deep learning AI to mitigate alarm signals, minimize false alarms, and provide a better customer experience.

Q6

FALSE DISPATCH PROCEDURES/REDUCING FALSE ALARMS - Explain standard alarm procedures and how your monitoring center uses technology to reduce false dispatches. Outline your approach for identifying offenders and corresponding remediation. If applicable, identify any training programs that you have developed for key stakeholders, inclusive of employees, end users, or others. (10%)

All of our systems have verification attached to them so naturally we have fewer false alarms. We also have a program where our CSR's contact all false alarms the following day to offer service or training as needed. We pride ourselves on working collaboratively with Law Enforcement so we invest heavily in training and follow up with our customers including an annual site visit to test all equipment, verify all devices, and update call lists users and training. Though we are far from perfect this helps us to keep our false alarm rate at approximately 46% for calls for service.

Q7

COMMUNITY ACTIVITIES - Detail how you help employees engage in community activities and causes. (10%)

At Kimberlite we pride ourselves and living & working in our community. Annually we do many events including National Night Out, toy drives, food drives, back pack drives, and charity runs/walks. My favorite event every year is when our director of CS services and Operation Manager dress up as Mr & Mrs Soniclaus (play on santa claus) to deliver gifts to Pre-k and Kindergarten classes. This is a whole team affair. We decide a school in a lower socio-economic location. Our GM and CSRs get a Santa Wish list from each child. Our team sponsors the kids wish, we wrap them, and Santa Delivers their Christmas wishes. We do professional pictures with Santa. We then have them all printed and gifted to the children's family. The joy and hope we see on the kids faces as well as the joy for the staff is amazing to watch. It is a small thing to us but lifelong memory to these kids.

Q8

METRICS - Identify KPIs and frequency of reporting. Explain how these reports are used to manage day-to-day operations. (10%)

We measure False Alarms and Apprehensions as well as average policy response. These are updated weekly and published. Monthly we feature a success story for false alarm reduction (training, repair, additional coverage) as well as our apprehension of the week. We have consistently helped law enforcement apprehend over 1000 criminals annually.

Q9

EMPLOYEE RECOGNITION - Explain your center's approach for recognizing employee excellence in areas of productivity, Q/A scores, attendance, etc. Provide information on any employee referral programs and retention bonus programs. (5%)

We have a employee referral program where the employee referral receives \$1200 and the hired employee receives \$1200. It is paid \$200 after 90 days, \$500 after 6 months, \$500 after 12 months. We have our service and retention awards which have recognition and monetary bonuses depending for instance - 10 years is a plaque, picture on our website and media, and a \$1000 bonus. We also have bonuses for the top operator for apprehensions 1,2,3 \$5000, \$2500, \$1000. If they meet their false alarm goals each month catered lunch. On the spot awards from supervisors and managers. \$25 or \$50 gift cards they give to reward good behaviors. Lastly our award named after our founder who started as a dispatcher. The annual Barbara Briggs Award for Central Station Excellence is nominated and voted on by their peers for representing Kimberlite's values and mission. The attend our annual SNDA Conference as employee of the year, receive a crystal award, their name on a memorial plaque in all offices, and \$2500 bonus.

Q10

QUALITY OF RECORDS (Alarm history, recordings, etc.) - Detail your center's records retention process, including its approach for alarm history and phone calls. Explain how you use history to evaluate current challenges, productivity, and effectiveness. Lastly, how is history used to understand current business, customers, and employees? (5%)

Our employee record retention is kept for 7 years and any incident is kept indefinitely. Phone calls are kept for 7 years but archived every 3 years. Our management staff regularly audits random phones calls to ensure the highest quality of service. We measure year of year, activity, systems types, false alarms and apprehensions. We make tweaks to sales offerings, SOPs and incentives to drive the highest quality

Q11

RELATIONS WITH AHJs - Explain how your monitoring center works with public safety to increase effectiveness, reduce false alarms, and increase awareness of industry trends, technology, and contributions. (5%)

We are very active with AHJ's. Our CS works with all municipalities to get alarm data weekly. We also give apprehension certificates for all apprehensions. We participate in National Night Out, Law Enforcement Appreciation Day and all Law enforcement associations. Each General Manger is required to engage their local chief's and sheriff once a year for feedback on what do to better. Our CEO is active at the state chief's association, State Sheriff's Association, and several national associations working for better relations and partnership.

Q12

BUSINESS STRATEGY/CUSTOMER RELATIONS - How do you approach and manage communications with your customers? Share how your center solicits voice of customer? How do you keep them apprised of business developments, advancements, and new products or services? (5%)

We use surveys to solicit feedback from our field offices and customers. We have several communication methods with our customers including a customer only news letter, personal customer service rep that meets annually, blogs and social media as well as community involvement. Our CSRs on their annual meeting with customers, have a short video showcasing our latest offerings and targeted email/mail campaigns to drive awareness of new technology

Q13

ENGAGEMENT WITH INDUSTRY GROUPS - Identify relevant industry association memberships that you center maintains. How does your company participate in or contribute to these associations? (5%)

Our president & CEO works on several boards and committees to drive Police Relations and industry awareness. In the SNDA our team is on the Central Station Standards committee, Training and our CEO is on the board. Our CEO is passionate about verification and police response. She works with PPVAR and TMA on standards and best practices to further that mission.

Q14

ADDITIONAL INFORMATION

Our central station is one of a kind not only because of our verification technology but our passion for catching bad guys. It is unique to have a universal purpose that everyone is engaged in. Their passion to protect our communities and help catch bad guys is infectious

Q15

Optional: You may upload a PDF or image to accompany your application. (File size limit is 16MB)

IMG_9308.JPG (8MB)

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2024 12:21:22 PM
Last Modified: Friday, February 23, 2024 1:36:18 PM
Time Spent: 01:14:55
IP Address: 204.61.56.37

Page 1

Q1

Please provide the following information

Award Contact Name	Richard Flores IV, CPP
Company	Puget Sound Energy
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Phone Number	425-681-1590

Q2

SMB (0-40,000 subscribers)

Which Monitoring Center of the Year category are you entering?

Q3

TRAINING AND EDUCATION - Please provide detailed information on your new hire and on-going training programs. Please specifically address content, testing, evaluation/analysis, and methodology. Share the qualifications and training for your trainers. Define additional training modules and target skill sets. Explain how you determine and address training and knowledge gaps over time. Describe how training programs are allocated and include any incentive programs that you have implemented around training. (25%)

Training for Security Command Center Operators consists of 90 hours of new hire training which covers a variety of topics. Each training day is ten hours long.

Day one of training covers: company orientation, job expectations, how to use CCTV systems to investigate alarms, software familiarization, alarm systems used, alarm handling basics, and federal regulatory training. There is a written test at the end of this day that required 80% score to pass and move to the next day.

Day two of training covers: the devices deployed in the field, how those alarm devices work, how to troubleshoot alarms issues, how to submit service requests for repairs, the different alarm types and how to respond to them, how to make proper notifications of alarms to law enforcement, how to limit false police dispatches, and visitor management. There is a written test at the end of this day that required 80% score to pass and move to the next day.

Day three of training covers: Hands on practice in the alarm system with training alarms, how to properly use the phones, email and text messaging rules and training, customer service training, the basics of access control systems, emergency hard key access rules, security incidents and incident response, active shooter response training, and security awareness training.

Day four of training covers: Hands on practice in the alarm system with training alarms and mock phone calls, report writing, non-alarm and non-incident procedures, how operator quality control works, the business continuity plan, and storm operations. There is a written test at the end of this day that covers day three and four. It requires 80% score to pass and move to the next day.

Day 5 of training: The new hire spends the ten hour day observing the training operator as they work on real events. The Sr. Operator training the new hire explains each action they are taking, why they are taking it, and encourages discussion on what actions the new hire might wish to take.

Day 6 of training: The new hire works on alarm handling while closely observed by the Sr. Operator training them. The Sr. Operator is heavily involved guiding them through each event they intake.

Day 7 of training: The new hire works on alarm handling and some customer service interactions. The Sr. Operator encourages self-guided work and only gets involved if the new operator is about to make a major mistake. Minor mistakes are encouraged. Each event finished is reviewed with the new hire to talk about the positive moves as well as corrections needed.

Day 8: The day starts with the operator receiving a Quality Control (QC) score on one of their past alarms. They discuss strategies for improvement. The new hire is evaluated on their ability to work independently. The evaluation must score 80% or hire for the operator to move.

Once the operator passes this segment of training they are allowed to work as a Security Command Center Operator in training. They are assigned a mentoring Sr. Operator to assist them for their first six months with any questions, guidance, and concerns. The mentoring program has improved our retention rate drastically. We have found that despite the minimum six months requirement, most operators continue to confide in their mentor throughout their career.

Once certain access are approved the operator moves to Day 9 training which is focused on access management tasks and functions. Once that is completed, they are considered off new hire training.

Training does not end at the new hire phase. All operators are required to complete 48 hours of continued operator education (COE) each year in order to renew their Operator certification. This training is a mixture of monthly PSE lead training, self-guided online course, and FEMA course. The topic range from basic security practices, to Incident Command systems and structures. Operators are encourage to seek out their own training as well and have it evaluated for credit. This allows operators to explore other parts of security that might interest them.

Q4

DISASTER RECOVERY - Please explain your center's disaster recovery solution. Provide details relevant to its scope, how you train to the plan and how/when you test the plan. (Note: It is acceptable to submit a copy of the outline page of your plan.) (10%)

Our disaster recovery plan has two parts: Systems and People.

Puget Sound Energy has a robust data centers that follows industry standards for the utility sector. Our alarm monitoring system is on a server cluster in both the primary data center and the backup data center. If any server goes offline the other server takes over within 30 seconds. When we conduct security patching on our servers, we use the opportunity to test this. This is done a minimum on once per month. Our alarm servers are also located in each data center and follow a similar plan.

Because both of these systems are replicating data in both data centers we experience no data loss in the event of a disaster that impacts one of the data centers.

For our people, we have a backup center located in a different city. The center has systems that stand ready at all times should our primary center need to be vacated. We test this once per year with a fail over to that center and 24 hours of operation from it.

Q5

USE OF TECHNOLOGY - Explain how technology is used to support business intelligence for monitoring operations; customer support; training; sales and marketing; HR; accounting; and, end users/subscribers. (10%)

In 2022, PSE invested in a new alarm monitoring software. We moved away from Alarm Automation platforms and use a Physical Security Incident Management software instead. While this has many feature alarm automation provides, it has enhanced features that increase security awareness and increased our response times. It reduced response times by 50% or more in every category. It also decreased our police dispatch rate from 1.1% of alarms handled by operators that were dispatched (2021) to 0.4% in 2023.

Using PowerBI leadership, as well as operators, can see close to real time metrics on performance, volume per hour, and event types. This has allowed us to be extremely efficient at scheduling. But it has also proven to be valuable in training because we can more closely see what types of events an operator might be struggling with and adjust their training plan to help them be successful.

With the institution of the PSIM, we were able to improve our customer support by giving operators the tools to answer our customer's questions at their fingertips. This has reduced the time operators need to remain on a call while also providing a better, more consistent service to our internal customers.

Q6

FALSE DISPATCH PROCEDURES/REDUCING FALSE ALARMS - Explain standard alarm procedures and how your monitoring center uses technology to reduce false dispatches. Outline your approach for identifying offenders and corresponding remediation. If applicable, identify any training programs that you have developed for key stakeholders, inclusive of employees, end users, or others. (10%)

In most alarm situations, our operators are presented both live and recorded video as well as maps and other information to help resolve the alarm. Our operators are able to fully investigate the alarms without a need to call any other offices or teams. This means that when a police dispatch is needed, it almost always is due to a verified break in.

Though in a small number of cases there are no cameras available. In those cases the operator works with our substation teams to determine if anyone is on site. And only after there is no one expected on site do we dispatch the police.

As part of our new hire training operators are training in camera observation, how devices work, and how to recognize a device problem versus and actual break in. Furthermore, because we have our own in house repair team, we can fix broken equipment based on our priorities.

We use our access control system to automatically disarm the alarm system. This helps make the process easy for our end users because they do not have to even think about the alarm system while doing their jobs. We train our end users what to do and who to contact if they ever accidentally set off an alarm as well.

In 2023 we only dispatched police to 0.4% of all alarms handled by and operator.

Q7

COMMUNITY ACTIVITIES - Detail how you help employees engage in community activities and causes. (10%)

The Puget Sound Energy Foundation, a nonprofit entity operating independently of Puget Sound Energy, is committed to making strategic investments to build energized communities where nature and wildlife thrive, families can excel and where safety and preparedness is at the foundation of everything.

All employees, board members and retirees of Puget Sound Energy are encouraged to volunteer their time and talent, as well as financially support organizations that are meaningful to them within their communities.

As recognition of this generosity, the PSE Foundation will match up to \$1000 for the organizations our employees and retirees care most about.

Q8

METRICS - Identify KPIs and frequency of reporting. Explain how these reports are used to manage day-to-day operations. (10%)

We measure several KPIs on our center:

Alarm Response: We track KPIs based on alarm type for time to handle, time to dispatch police, and time to resolve.

Customer Service: We track phone volume, text message volume, and email volume. We track call abandonment rates as well with a defined KPI.

Access Management: We track number of tasks completed and what they are. Certain tasks have a KPI on time to complete from the original request date.

We track Service Requests completed and their completion dates. We set a KPI for number of requests completed on time.

We typically track these on a quarterly basis, but with PowerBI we can look at them down to the hour if needed. We use these metrics to determine staffing needs, operational needs, and equipment needs. These are used to present to leadership when business justifications are needed.

Q9

EMPLOYEE RECOGNITION - Explain your center's approach for recognizing employee excellence in areas of productivity, Q/A scores, attendance, etc. Provide information on any employee referral programs and retention bonus programs. (5%)

At our Security Command Center, we reward employees in several ways:

Awards:

Operator of Quarter Award – This is awarded to the Operator who performed well in all aspects of the job, from their evaluations to their service quality, and to any special actions they have done that quarter.

100 Club Award – This is awarded to any Operator who achieves 100% on their Quality Control Scores for any one category or for all categories in a given quarter.

Six Points of Success Award – This is given out annually to the operator whose work that year embodies our mission statement's six points of success: Professional – Prepared – Attentive – Aware – Diligent – Dedicated

Operator Choice Award – Each year operator vote on who they believe is the Operator who embodies what it means to support each other, guide teams to success, and act selflessly to support their fellow employee.

Recognition Moments:

Each month, at the all-hands meeting, we recognize operators for work they've done the past month. This is not just management recognition but employees are encouraged to also call out their coworkers' good deeds.

Each month, at the all-hands meeting, we recognize operator anniversary dates.

Each year, we celebrate the Command Center's birthday with an operator appreciation meal, a gift, and present the two annual awards.

Q10

QUALITY OF RECORDS (Alarm history, recordings, etc.) - Detail your center's records retention process, including its approach for alarm history and phone calls. Explain how you use history to evaluate current challenges, productivity, and effectiveness. Lastly, how is history used to understand current business, customers, and employees? (5%)

Alarm history is retained for at least 7 years. Phone calls are retained for three years. Activity history is used to measure the needs of the center and address those.

Q11

RELATIONS WITH AHJs - Explain how your monitoring center works with public safety to increase effectiveness, reduce false alarms, and increase awareness of industry trends, technology, and contributions. (5%)

PSE interacts with our law enforcement partners by explaining the systems we use, how we mitigate false alarms, and helping them to identify critical infrastructure in their dispatch systems. We hold annual exercises with our law enforcement partners both in a table top format and in live exercises. We work with them to determine how we can have effective alarm response while also not burdening their resources. It also helps us to show them the resources that we have that can assist them in response to our facilities. Finally we teach safety to our partners to ensure they understand the dangers of some of the facilities we own.

Q12

BUSINESS STRATEGY/CUSTOMER RELATIONS - How do you approach and manage communications with your customers? Share how your center solicits voice of customer? How do you keep them apprised of business developments, advancements, and new products or services? (5%)

Because our customer are internal we can communicate with them in a number of ways. We attend the safety meetings of other departments to encourage dialogue with us. We have created a Security Awareness campaign that has encouraged communication with our center. And when designing a new system we work with the business to ensure that our systems can protect the asset while also allowing them to do their job. This leads to fewer false alarms and a better relationship with the business.

Q13

ENGAGEMENT WITH INDUSTRY GROUPS - Identify relevant industry association memberships that you center maintains. How does your company participate in or contribute to these associations? (5%)

We have been active members of The Monitoring Association since 2017. Richard Flores, the manager over the center has been a part of the GSOC council (formally the Proprietary council) for almost as long in some form. Starting as the recording secretary, Richard is now the Chair of the GSOC council. He was the driving factor behind the name change of the council. He also has spoken at several TMA training events including OPSTECH.

Puget Sound Energy's Physical Security team, including Richard, are active members of ASIS International as well. Several operators within the Security Command Center are also members and are even working towards certifications.

Q14

ADDITIONAL INFORMATION

Thank you for considering us. I know as a GSOC member we do not quite align with all the questions, but we appreciate the chance to apply and be considered.

Q15

Respondent skipped this question

Optional: You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 22, 2024 5:19:24 PM
Last Modified: Friday, February 23, 2024 11:46:51 AM
Time Spent: 18:27:26
IP Address: 172.59.194.216

Page 1

Q1

Please provide the following information

Award Contact Name	Amy Hite
Company	Stealth Monitoring
Email Address	ahite@stealthmonitoring.com
Phone Number	2149233043

Q2 **SMB (0-40,000 subscribers)**

Which Monitoring Center of the Year category are you entering?

Q3

TRAINING AND EDUCATION - Please provide detailed information on your new hire and on-going training programs. Please specifically address content, testing, evaluation/analysis, and methodology. Share the qualifications and training for your trainers. Define additional training modules and target skill sets. Explain how you determine and address training and knowledge gaps over time. Describe how training programs are allocated and include any incentive programs that you have implemented around training. (25%)

All new hires start with an orientation and training session that serves as an introduction to the monitoring platform. During this session, they receive a Training Qualification Sheet (Qual Card) that contains specific information on how to process an alarm and how to properly enter an event. They are also provided with Standard Operating Procedures for processing an alarm and taught how to approach processing an event, such as maintaining a sense of urgency.

After completing the training and orientation, the trainee is given a packet for the entry-level position. This packet contains tasks that the trainee must demonstrate they can perform, and they must also explain why the task is important and when it should be performed. All tasks in the training packet require a signature from both their trainer and supervisor once the trainee has demonstrated the task. Once they have received all signatures and recommendations from the supervisor, the trainee can take their test. To be fully qualified for the entry-level position, the trainee must score 80% or better on their test.

Once the trainee qualifies, they must continue to perform and maintain the required production levels to be promoted.

Detection Specialist Training (DS-1)

1. DS-1 Training-Packet:

a). The trainee is given a packet containing a list of individual tasks to perform. Once a task is completed and demonstrated, either the Supervisor or the Trainer signs a line to confirm that the trainee understands and knows how to perform that particular task.

Response Matrix Training Packet:

a). Detection Specialist receives a Response Matrix, which is another form of Standard Operational Procedures (SOP) of how to process all site activity.

b). The packet also includes Standard Operational Procedures and Protocols.

2. Map Emblem-Key Sheet:

a). All trainees will receive a Map Key Emblem Sheet. This sheet will have the Emblem names and their meaning for understanding the site's area of responsibility (AOR).

Escalation Specialist Training (ES-1)

1. ES-1 Training-Packet:

a). Specialists receive the ES-1 Training Packet that lists tasks to be performed. The trainee will demonstrate to the Trainer and/or Supervisor that he or she knows and understands the task before a signature of acknowledgement is provided.

2. Dispatch Training-Packet:

a). Trainees will receive a Police Dispatch Call-Template. This will provide a model of what to state to the police dispatcher when placing a call for criminal activity. The trainee will demonstrate how to perform a police dispatch by explaining the steps to take during a Live Monitoring Dispatch before a signature of acknowledgement is provided.

3. Salesforce Incident-Report Writing Training:

a). Trainees are provided a list of specific types of Incident Reports that are used during Live Monitoring.

b). The trainee will have On the Job Training (OJT) and will be shadowed by a Supervisor and/or Trainer during each type of Incident. The trainee must demonstrate and perform each type of Incident Report writing and the trainee must explain the reason why the incident report type is used before a signature of acknowledgement is provided.

4. Video and Screen Shots.

a). Trainees must be able to link and upload videos and screenshots. On-the-Job Training (OJT) is provided.

Escalation Specialist Training (ES-3; Assistant Supervisor)

1. ES-3 Training-Packet:

- a). All trainees will receive the ES-3 training packet that lists tasks to be performed. The majority of this training is based on leadership & HR situations dos and don'ts.

Supervisor Training is an ongoing process that begins at the level of ES-3. Hiring within is the goal. Demonstrated leadership with a strong sense of command and control coupled with the ability to multitask are key factors.

TESTING:

Detection Specialist Testing (DS-1)

1. Detection Specialist-1 Testing

- a) Detection Specialist will be tested on their knowledge and understanding of the Training Packet. The trainee must pass with an 80% or higher.

2. Response Matrix Training

- a) Must pass the test with an 80% or higher.

3. Map Test

- a) Must pass with an 80% or higher.

Escalation Specialist Training (ES-1)

1. ES-1 Test

- a) Must pass with 80% or higher.

2. Dispatch Training-Packet

- a) Must pass with 80% or higher.

3. Salesforce Incident-Report Writing Training

- a) Testing is based on the performance of the task because of the variance in writing skills. During each occurrence of a report, the specialist will be provided guidance and instruction.

4. Video and Screen Shots.

- a) Testing is based on the performance of the task. The trainee must demonstrate on three different occasions that they can perform this task.

Escalation Specialist Training (ES-3; Assistant Supervisor)

1. ES-3 Testing

- a) Must pass with 80% or higher. Additionally, there is an oral board comprised of the General Manager, Monitoring Manager, and all Shift Supervisors.

Supervisor Testing is a process of performance on a daily basis under the tutelage of the Monitoring Manager and other Monitoring Supervisors. Additionally, there is an oral board comprised of the General Manager, Monitoring Manager, and all Shift Supervisors.

Evaluation/analysis, and methodology:

Every 30 days, a meeting is held between the Supervisor/Manager and Detection/Escalation Specialist to conduct a performance analysis of each position. The methodology used for the yearly assessment is based on evaluations of Key Performance Indicators (KPIs) over a 12-month period. These KPIs are measured numerically, with the lowest-to-highest score range. The score received by an employee determines their yearly bonus and raise outcome.

Qualifications and training for your trainers:

Trainers who wish to join our team must have a minimum of two years of experience as an ES-2 and/or ES-3 and a thorough understanding of the Immix monitoring event-based platform. They must be able to clearly explain all the tasks of each position and demonstrate how to perform them. Good attendance, patience, and a strong commitment to the excellence of all specialists are also

essential qualities. Trainers should be top performers who can both lead and follow. They should also have a good knowledge of the Employee Handbook.

Trainers will have the opportunity to assist in onboarding new applicants. During the training process, they will guide the new hires through the Immix Event Based monitoring system and provide information on Standard Operational Procedures & Protocols, as well as a summary of the tools used and their utility, including application software. The Monitoring Manager will evaluate the Trainer's ability to communicate the knowledge provided.

After the training session, the Trainer will have a one-on-one meeting with the Monitoring Manager to address any areas of opportunity. During this meeting, the Monitoring Manager will assess the Trainer's ability to accept constructive feedback and evaluate their response to areas that need improvement.

Additional training modules and target skill sets:

All DS-1's, ES-1's, ES-2's, ES-3's, and Supervisors are required to complete training modules.

These modules are completed on the company's platform (Stealth Academy). The training modules consists of instances of Customer Service, Conflict Resolution, Leadership & Management, Phone etiquette, & Teamwork.

The target skill set is Multi-Tasking and Recall ability for Monitoring success. When dispatching police, the Escalation Specialist will be able to process alarms, review video, take notes, listen to the Dispatcher, and Teammates while maintaining situational awareness. Additionally, Specialists must be able to complete tasks without becoming flustered and overwhelmed. When processing alarms, recall ability (site familiarity) can be the difference maker. Small site details like the color of the cleaner uniform/vehicle, where they park, if a site has a security guard, what car a late employee drives, all makes the difference in deterring a criminal act and false alarm dispatching.

How do you determine and address training and knowledge gaps over time:

To ensure that all Escalation Specialists are well-equipped to handle their tasks, their Alarm Processing Reports are reviewed periodically. The reports contain information on the number of alarms processed, the time taken to process each alarm, and the time interval between processing each event. By analyzing this information, we identify and address any knowledge or training gaps and provide one-on-one training to enhance the desired outcomes.

One of the biggest concerns is response times, and we aim to maintain a queue time of no more than two minutes. We analyze the data to identify gaps in the response times and provide additional training to the Escalators on how to process faster. If the desired processing numbers are not achieved, we make the decision to add more resources to ensure that the desired queue time is maintained.

The police dispatch calls are carefully reviewed by our team in between each event, in order to identify opportunities for training and improvement. It's important to observe the demeanor of each specialist, as this can help us better understand their decision-making and sense of urgency during real-time dispatches. We also review alarms on a daily basis to ensure accuracy and prevent misinterpretation of activity. Additionally, we critique incident reports to ensure that they contain the proper content required for effective communication with our customers, leadership, and the judicial system. In cases where a suspect is apprehended, the incident report serves as evidence, so we must get it right. Ultimately, the quality of our products reflects the quality of our team, and we strive for perfection in everything we do.

Describe how training programs are allocated:

The allocation of training programs is based on open collaboration among all Monitoring Center leadership teams. The number of Escalation Specialists attending the training session is determined by the type of training provided. To prevent a shortage of staff due to sending too many employees to training at the same time, only 10% of each team is permitted to be absent at any given time.

Incentive programs that you have implemented around training:

All Monitoring members are hired at a based pay as a Detection Specialist. As the members complete their initial training as a Detection Specialist, it sets them up to move to an Escalation Specialist under instruction (U/I). Once the Escalation Training is complete and all tests are passed, the member is promoted to Escalation Specialist and is given a significant pay increase.

Q4

DISASTER RECOVERY - Please explain your center's disaster recovery solution. Provide details relevant to its scope, how you train to the plan and how/when you test the plan. (Note: It is acceptable to submit a copy of the outline page of your plan.) (10%)

Physical:

The monitoring center is set up with redundant internet connections relayed to the building by separate circuits. In the event of an internet outage, all traffic automatically transfers to the backup line.

Redundant power is supplied to the monitoring center by a natural gas generator. The generator will engage 30 seconds after the beginning of a power outage. In the event of an outage, UPS systems power all equipment to cover the gap between the outage and the generator start-up. Quarterly maintenance is performed on the generator to ensure integrity.

Monitoring Systems:

All pertinent monitoring systems are maintained in a virtual private cloud (VPC) environment at Amazon Web Services. Because of the high-availability setup of the hardware, no monitoring system is hardware-reliant. In the event of a server failure, the image of that server will be automatically brought up on a new device with no downtime.

Monitoring systems are set up in a load-balanced environment which is overbuilt to allow for servers to fall/be taken offline without affecting the end users. Other servers in the building will compensate for the offline one.

Monthly image backups are taken for all internet-facing servers, provided that no changes have been made to them. In case any changes are made, backups are taken immediately. Two weeks after the monthly backup, all servers are flash imaged back to the backup to ensure optimal performance and security.

The database servers are backed up nightly. All databases are backed up in full daily and copied offsite. Weekly backups are copied to long-term cold storage in the cloud.

Image backups are promptly copied to a different data center than where the systems are located. In this separate location, a replica of the VPC environment is available and ready to be used for production as needed. In the unlikely event of a complete shutdown of the primary data center, instances can be quickly and easily spun up and brought online. All that is needed is a simple repoint of the DNS to bring monitoring back into production.

Personnel:

As part of our disaster recovery plan, we have put in place additional measures to ensure that we can continue to monitor and protect our clients' assets in the event of a fire or any other disaster that could occur inside our Monitoring Center.

The first step we would take is to relocate our operations to a couple of areas outside of the Monitoring Center in the same building. This would be a straightforward process as we have a plug-and-play setup in place.

We also have a plan to maintain social distancing between our operators to minimize the risk of spreading diseases like COVID-19. Our desk areas have been spaced out and shielded to reduce the risk of contamination.

In the event of a complete building disruption, we have an agreement with a local hotel to use one of their rooms as a temporary monitoring center.

We have a backup monitoring force comprised of experienced personnel who will step in to fill any gaps in our teams. We also have a list of team members who can work from home, and the off-duty team members would be called upon to work either from home or in the office in case of a disaster.

These measures are in place to ensure that we can continue to provide our clients with the highest level of service, even in the most challenging circumstances.

How you train to the plan and how/when you test the plan Train & Test the Plan:

We conduct a review of the Standard Operating Procedures (SOP) every quarter to ensure accuracy and compliance. Regarding the Disaster Recovery Plan for separating team members, we have a list of individuals who will move to other areas within the building for separation. We follow the key indicators outlined by the Centers for Disease Control (CDC) guidelines. In terms of calling others to fill the gap, we test this regularly, especially during inclement weather, special occasions, and holidays. It's important that we have a call list of team members for monitoring. Once the sites go live, we cannot pause or stop monitoring, and even if we could, the intruders would continue to commit crimes.

Q5

USE OF TECHNOLOGY - Explain how technology is used to support business intelligence for monitoring operations; customer support; training; sales and marketing; HR; accounting; and, end users/subscribers. (10%)

MONITORING OPERATIONS: Stealth's monitoring systems provide valuable data to enhance business operations in various areas. The system generates daily reports that highlight areas of focus for the monitoring operations. Efficiency reports are also generated to demonstrate the effectiveness of the monitoring station as a whole during all shifts. This helps to assess staffing levels and identify areas where additional or fewer resources may be required.

Efficiency reports at an individual level are used to determine how efficiently personnel are processing events, identifying issues that require escalation, and making sound decisions. Alarming reports are also used to identify service issues where sites and cameras are not alarming enough or are inundating the center with unnecessary alarms.

Stealth's Customer Support Team can also generate monthly reports for customers that show the number of events, alarms, callouts, and police dispatches. Video retrieval and incident reporting are done using the monitoring system in conjunction with the NVR recordings. Personnel can track what alarms came in, how quickly they were attended to, and what actions were taken by the Monitoring.

CUSTOMER SUPPORT: leveraging all available data from monitoring service, billing, etc. to better understand the state of the customer, potential downfalls, or dissatisfaction, tailoring the approach accordingly. Highlighting wins and focusing on the positive.

TRAINING & HR:

Business Intelligence (BI) plays a crucial role in leveraging technology to enhance training and human resources processes. Technology-driven BI in training and HR enhances decision-making by providing actionable insights, optimizing processes, and fostering a data-driven culture within organizations. This approach contributes to improved employee performance, enhanced training strategies, and more effective human resource management.

Here's a summary of how technology is utilized to support business intelligence in these areas:

1. **Data Integration and Management:** Technology enables the seamless integration of data from various sources such as HR systems, employee databases, and training platforms.

Centralized data management systems ensure that relevant information is consolidated, eliminating data silos, and providing a comprehensive view of organizational resources.

2. **Analytics and Reporting:** Advanced analytics tools leverage technology to process and analyze large datasets, offering insights into employee performance, training effectiveness, and overall HR metrics.

Real-time reporting dashboards enable decision-makers to monitor key performance indicators (KPIs) and make data-driven decisions promptly.

3. **Predictive Analytics:** Machine learning algorithms and predictive analytics models help forecast trends in employee performance, attrition rates, and training needs.

By analyzing historical data, organizations can proactively identify potential challenges and implement preemptive strategies to address them.

4. **Employee Performance Management:** Technology supports the development of performance management systems that provide continuous feedback, goal tracking, and performance evaluations.

HR professionals can use BI tools to assess individual and team performance, identifying areas for improvement and recognizing high-performing employees.

5. **Training and Development:** Learning Management Systems (LMS) leverage technology to deliver and manage training programs efficiently.

BI tools assess the impact of training initiatives, track learner progress, identify successful training modules, and adapt programs based on real-time feedback.

6. **Talent Acquisition and Recruitment:** BI in HR includes technology-driven recruitment tools that analyze resumes, predict candidate success, and optimize the hiring process.

Automated applicant tracking systems streamline recruitment, allowing HR professionals to focus on strategic decision-making.

7. **Employee Engagement:** Technology facilitates the measurement of employee engagement through surveys, feedback forms, and sentiment analysis tools.

BI applications identify patterns in employee satisfaction, helping organizations implement targeted initiatives to enhance workplace morale and productivity.

8. Compliance and Risk Management: BI tools assist HR in monitoring and ensuring compliance with regulatory requirements and internal policies.

Automated alerts and reporting functionalities help organizations mitigate risks associated with non-compliance.

SALES & MARKETING: Technology plays a pivotal role in enhancing business intelligence for sales and marketing by providing advanced tools for data collection, analysis, and visualization. Through a Customer Relationship Management (CRM) system, we can track interactions with current and potential customers, analyze buying patterns, and tailor our marketing strategies accordingly.

ACCOUNTING: Stealth uses NetSuite OneWorld as its primary accounting software. NetSuite offers a variety of modules and standard reports that can be customized to meet the unique needs of the company. To enhance its reporting capabilities, Stealth also makes use of NetSuite Analytics, an integrated data warehouse module that facilitates data mining and the creation of ad hoc reports.

Additionally, Stealth's EDW (Electronic Data Warehouse) contains linked data from Salesforce CRM, NetSuite, and its monitoring platforms.

END USERS/SUBSCRIBERS: Technology is used to support business intelligence for our end users/subscribers in a very profitable manner for them. We provide free video retrievals & video footage for our clients and to law enforcement.

-608 Lot Damage (Damage to dealership property).

-515 Operational Adherences.

-188 False damage Claims (Damage to a service customer vehicle).

-117 Police requested investigations this reporting period.

-100 Personal Injury investigations.

Our Team had a total of 46 confirmed False Damage Claims refuted for an estimated total savings for our clients of \$50,378. We have had clients tell us, and I quote "Your company has saved us thousands of dollars and has helped our bottom-line").

Q6

FALSE DISPATCH PROCEDURES/REDUCING FALSE ALARMS - Explain standard alarm procedures and how your monitoring center uses technology to reduce false dispatches. Outline your approach for identifying offenders and corresponding remediation. If applicable, identify any training programs that you have developed for key stakeholders, inclusive of employees, end users, or others. (10%)

Stealth Monitoring has developed a sophisticated alarm management system to mitigate false dispatches effectively. Our layered approach integrates advanced technology and rigorous quality assurance to ensure that alarms are genuine and require action.

At the core of our system, alarms triggered by motion detection undergo preliminary analysis by cutting-edge artificial intelligence (AI), built in-house and leveraging our vast camera network. This AI discerns between various objects and behaviors, singling out potential threats, such as intruders, fire, and behavior indicative of crime (e.g. vehicle casing, theft, fence-climbing). Verified alarms are then passed to our trained operators for further validation and, if necessary, escalation to our supervisors for a dispatch decision. This structured escalation process dramatically reduces false alarms, ensuring that emergency services are only called for real incidents.

To further refine our system's accuracy, we implement several preventative measures. Our monitoring teams regularly adjust camera settings and review AI performance to minimize false positives. We employ machine learning algorithms to monitor camera output anomalies, with human analysts promptly addressing any irregularities. Additionally, our Computer Vision models conduct bi-daily camera assessments to maintain optimal operation and visibility. Comprehensive training programs are in place for all employees, enhancing their ability to discern true emergencies from false alarms effectively.

Our robust Quality Assurance (QA) team conducts daily analyses to pinpoint and address the causes of any false alarms, providing critical feedback for continuous system and staff improvement. This quality control loop is instrumental in evolving our technology and practices, keeping Stealth Monitoring at the forefront of crime detection and prevention.

The Alarm and Masking Team takes several steps to minimize false alarms. They reduce unnecessary street traffic, cut out trees or bushes that may trigger a false alarm, and remove flags, balloons, and streamers. Clients are informed of these obstructions for documentation and possible assistance on their end to reduce false alarms. The team also reports any cameras that are failing and causing excessive false alarms, that can be remedied from a service standpoint. The Monitoring Center communicates with the Alarm and Masking Team to report any issues they notice during their shift that can be corrected or forwarded to the Service Team for the best action. If a camera repeatedly causes false alarms, documentation is provided for a suggestion of a replacement. One of the goals for this quarter is to have an individual on shift who can make adjustments on the fly to problem cameras that are causing unwanted alarms.

The Alarm and Masking Team works closely with trainees on a daily basis. They prioritize quality over quantity when it comes to making corrections to avoid dealing with false alarms. To ensure the quality of corrections, the team records screenshots of each modified camera for future reference. They can identify if the camera is falsely alarming due to a change in its view or if the Region of Interest (ROI) was tampered with. The team's objective is to tackle the most alarming cameras first and gradually move towards the least alarming ones, with the aim of having all cameras meet the required parameters of no more than 50 alarms per camera.

Currently, we have more than 19,300 cameras.

Q7

COMMUNITY ACTIVITIES - Detail how you help employees engage in community activities and causes. (10%)

Our company offers a program called Give 2 Day. The purpose of this program is to provide our employees with the opportunity to take part in community activities twice a year without having to use their regular time off. One of the biggest community events that we participated in last year was the Toys-For-Tots Drive, a program run by the United States Marine Corps Reserve. This program distributes toys to children whose parents cannot afford to buy them gifts for Christmas. Our team was fortunate enough to donate a significant number of gifts to this wonderful cause.

Q8

METRICS - Identify KPIs and frequency of reporting. Explain how these reports are used to manage day-to-day operations. (10%)

As a detection specialist, you will be assigned three key performance indicators (KPIs) to measure your performance.

The first KPI is Attendance, Punctuality & Leave. This measures your reliability and dedication to the team and overall company. It is essential that you attend your shift for alarms to be processed and to ensure that you are able to carry out your duties as a detection specialist.

The second KPI is DS-1 Training. You will receive a training packet with a list of tasks that you must get signed off by your supervisor and trainer. Obtaining these signatures indicates that you can perform the tasks required of a detection specialist. This KPI is crucial for driving the quality, speed, and efficiency of the monitoring center.

The third KPI is No Missed/Mishandled Events. While the goal is to have no missed or mishandled events, it is important to recognize that there is a learning curve for all detection specialists. This KPI will drive growth for the company and monitoring center, as well as your own growth as a detection specialist.

The Escalation Specialist-1 & 2 roles have four key performance indicators (KPIs) assigned to the specialists. The first KPI is Attendance, Punctuality & Leave, which drives the performance of the team and the company. In order to process alarms, the specialists must attend their shift, which shows their dedication and reliability not only to the team but also to the company. The second KPI is No Missed/Mishandled Events, which aims to have no missed or mishandled events, but there is a learning curve for all Escalation Specialists. However, the chance of mishandling an event is minimized. The third KPI is ES-1 Training. All escalation specialists are provided with a training packet with listed tasks that they must get signed off by their Supervisor & Trainer. This ensures that they can perform the task efficiently and effectively and understand why it's being performed. This drives quality, speed, and efficiency in the Monitoring Center. Escalation Specialists are continuously evaluated for one year to be considered and promoted to Escalation Specialist 2. Although there is no training packet for Escalation Specialist 2, their performance is closely monitored to determine if they are ready for the next step. The fourth KPI is providing daily constructive feedback to all specialists on their incident report writing, ensuring the quality of the information provided.

There are four key performance indicators (KPIs) assigned to Escalation Specialist-3 positions. These KPIs measure the specialist's attendance, punctuality, and leave history to gauge their dedication and reliability to the team and the company. The second KPI is the absence of missed or mishandled events. The third KPI is ES-3 Training, which includes a specific training packet for potential ES-3s to prepare them for managerial duties, allowing them to cover supervisor shifts when needed. Finally, active leadership training is provided to all ES-3s, which may include coaching opportunities or corrective action steps. This training is available both in person and on the company's educational learning platform.

Q9

EMPLOYEE RECOGNITION - Explain your center's approach for recognizing employee excellence in areas of productivity, Q/A scores, attendance, etc. Provide information on any employee referral programs and retention bonus programs. (5%)

On our intranet page, StealthNet, we have "Stealth Celebrates". Employees can submit Shout Outs that are shown in the feed as well as read during the monthly company-wide meeting. The "Stealth Celebrates" page also shows employee anniversaries and promotions.

"Living Our Values" Award:

The "Living Our Values" award is a way to recognize the achievements, dedication, and hard work of those in our company who go above and beyond!

The LOV Awards will be given quarterly to an employee who has exemplified one or more of our five core values; Customer Excellence, Integrity, Accountability, Teamwork, and Continuous Improvement. The winner receives Stealth Swag and is recognized for their achievement.

Employee Referral Program:

Stealth Monitoring believes our staff referrals are a very important and valuable recruiting foundation. In order to recognize our employees for sourcing candidates we have a referral program that pays employees between \$500 and \$2000 for referring someone that gets hired.

Recognizing employee excellence in areas of productivity & camaraderie:

Town Hall callout is an effective tool that happens every month. Each team leader can recognize a member from their team or another team and submit the callouts to our Executive Chairman who recognizes the members in front of the entire company.

Peer recognition is a program where you can send a nice note to someone else's team members and award them points. The points that are awarded can be used to purchase Stealth Swag. Each member has 15 points a month they can award to other members.

Praise a co-worker is a time during the week of Valentine's when you send or write messages to co-workers thanking them for the work they do.

Stealth's Got Talent is an annual event where team members can submit their talent on a video. The videos are judged and the top three are awarded prizes. The overall winner has their name engraved on a trophy.

Chili Cookoff is an annual event where anyone who wants to participate in cooking or just eating/taste-testing can do so. The top three are awarded prizes and the 1st place winner's name is placed on place on a trophy.

Holiday Celebrations and Monthly Lunch and Learn occur throughout the year. The holiday celebrations & Lunch and Learns are designed to bring the groups together for a fun team-building activity.

Monitoring Recognition Bonus

The Monitoring Center has implemented an Arrest Incentive Program for all Escalation Specialists & Detection Specialists. For instance, Detection Specialists don't dispatch police however, they are incentivized because they play a vital role in detecting criminal behavior, and alerting the Escalation Specialists who would be dispatching police. Therefore, for assisting in an Arrest, they receive a Visa Cash Gift Card of \$25 per arrest and \$50 for assisting in an arrest for a Top Tier Account.

When Escalation Specialists receive an arrest, they receive a Visa Cash Gift Card of \$50 and if the arrest is for a Top Tier Account, the amount is \$100. Additionally, there is an Arrest Wall with pictures of all Specialists who have gotten an arrest and a caption of the arrest.

There is a board in the Monitoring Center called The Game Board. The board recognizes the following: 1) Top-Two Performers of the Week 2). Customer Excellence 3). Integrity 4). Accountability. 5) Top-Three Escalation Specialists who have the most arrests.

At the end of the year, the top performers in each category are provided Tactical Operation Center (TOC) Awards.

Escalation Specialist of the Quarter: Every Quarter all Escalation Specialists vote individually for who they feel should be the Escalation Specialist of the Quarter. What's unique about this process is peers get to nominate their peers for the award. This is conducted through a survey. After each vote is counted, the Monitoring Manager counts the votes and whoever receives the most votes is then selected as Escalation Specialist of the Quarter.

Q10

QUALITY OF RECORDS (Alarm history, recordings, etc.) - Detail your center's records retention process, including its approach for alarm history and phone calls. Explain how you use history to evaluate current challenges, productivity, and effectiveness. Lastly, how is history used to understand current business, customers, and employees? (5%)

All events triggered by alarms are logged and stored in a separate database on Amazon Cloud every hour. The event summaries contain information like the number of alarms, the response time, the outcome of the event, and the actions taken. This summary data is stored permanently, dating back to 2016. Additionally, the data is also copied to Microsoft Azure for further analysis and reporting.

The raw alarm level data is stored in the production environment. Incidents that require police dispatches and intruders are permanently stored there. However, other types of alarms such as weather, animal, etc. are only kept for two weeks. Nonetheless, all raw data including video clips and images is kept as backup on the cloud for 12 months. In case of investigation or reporting, the data can be easily restored within minutes.

Q11

RELATIONS WITH AHJs - Explain how your monitoring center works with public safety to increase effectiveness, reduce false alarms, and increase awareness of industry trends, technology, and contributions. (5%)

Our Monitoring Center collaborates with Public Safety to enhance efficiency through direct communication. One of the major benefits we provide to local authorities is real-time data that we gather and provide from the Monitoring Center. Every time a request is made to dispatch police to a property, they ask if the activity being reported is current or old data. When the Monitoring Team confirms that they are monitoring the activity live, it changes the nature of the call because the police are provided with up-to-date details. These details are very helpful for the police as they need to know what is happening before they arrive. This also helps reduce false alarms because the activity we are monitoring is live and not just alarms generated by unseen, verified motion.

The Monitoring Center and public safety often collaborate with EMS. Unfortunately, in areas where there is a high concentration of unhoused people and drug use, the Monitoring Center finds an increase in police dispatches for people trying to enter parked vehicles or sleeping in stairwells. There are also many dispatches for individuals who are under the influence of drugs. The use of live camera feeds reduces false alarms, as the Monitoring Center can verify the activity on the spot.

Increased awareness of industry trends is accompanied by BOLO (Be on the lookout) Alerts issued by both local authorities and the Monitoring Center. As an example, there was a recent increase in theft or attempted theft in Kia vehicles. Although the local authorities had already sent an alert, the Monitoring Team was able to see the activity live as we were closer to the properties being monitored. We were able to identify patterns and activity behaviors, which we then shared with the local authorities to assist in their efforts to mitigate theft.

Police Relations regarding stings have worked in some areas of the country where crime is high. This option is being discussed by the Monitoring Center for sites with repeated offenders.

Court hearing representation is often overlooked but crucial in getting criminals off the street. The Monitoring Team not only monitors but also attends court when charges are pressed.

Q12

BUSINESS STRATEGY/CUSTOMER RELATIONS - How do you approach and manage communications with your customers? Share how your center solicits voice of customer? How do you keep them apprised of business developments, advancements, and new products or services? (5%)

Our company strongly believes in maintaining direct and meaningful interactions with our customers. We consider our customers as partners, not just vendors, which means that we work with them collaboratively to address any issues or concerns that they may have. To ensure effective communication with our partners, we have assigned a dedicated Customer Success Manager to every account. This manager will assist and work with the client to resolve any issues or concerns.

Furthermore, we ensure that all incident reporting, such as police dispatches or questionable activities, is directly communicated from the Monitoring Center to the client, based on the client's protocols. In most cases, clients are informed about incidents while they are occurring and can view their cameras live. We also provide our clients with the ability to call directly into the Monitoring Center, which gives them the power to contact our team directly instead of getting stuck in the phone messaging system.

We conduct quarterly Client Review Boards (CRB) to gather feedback from our clients about our performance in meeting their expectations. These sessions help us identify any gaps or blind spots in our service and determine if additional cameras are needed to monitor inventory. Service lane cameras help reduce fake claims and slip/falls, while our Monitoring Team can quickly identify any issues such as blurry or offline cameras, blocked cameras, vehicles left running, lights left on, open hoods or trunks, and down windows during monitoring hours. This information is then used to create service tickets and reports for our clients. Additionally, our Health Monitoring System automatically detects any offline cameras or down NVRs, helping us to meet our 3-day Service Level Agreement.

Q13

ENGAGEMENT WITH INDUSTRY GROUPS - Identify relevant industry association memberships that your center maintains. How does your company participate in or contribute to these associations? (5%)

WANADA: Washington Area New Automotive Dealers Association <https://wanada.org/>

WANADA's primary mission has been to represent and promote the retail automobile business in the Washington Metropolitan area. Through a wide range of community programs and events, public policy and industry representation, and ongoing dealership management and benefit programs, WANADA and its franchised new car and truck dealer members are well positioned to meet the 21st century challenges of a booming regional economy and an industry in transition.

We are involved with the local leadership and are working closely with them to provide alerts to their customer community on trends in automotive crime and deterrents, we provide details on other operational uses.

NADA: National Automotive Dealers Association <https://www.nada.org/>

For more than 100 years, the National Automobile Dealers Association (NADA) has been the national voice of franchised new-car dealerships, their employees and their customers.

Founded in 1917 when 30 dealers came to Washington to successfully oppose a luxury tax on vehicles, NADA continues to work on behalf of its 16,000+ members with all branches of government, car and truck manufacturers, the media, and the public.

We are a participant in their national tradeshow and convention, speaking with member attendees and other vendors about the services we provide and the trends we are seeing related to crime, operational loss and how our solution can help them drive down losses, and benefit their overall business.

ISRI: Institute of Scrap Recycling Industries <https://www.isri.org/>

ISRI is the Voice of the Recycling Industry™, promoting safe, economically sustainable, and environmentally responsible recycling through networking, advocacy, and education.

Also a member of the Mid-Atlantic, we also had one of their local board members as a customer <https://www.isri.org/membership/isri-chapters/mid-atlantic-chapter>

Q14

ADDITIONAL INFORMATION

Over the past year, there have been 9,000 police dispatches and the police have praised the team saying, "You guys are legit. When you guys dispatch, we know it is the real deal".

In addition, there were over 2,000 deflections, 340 police arrests, and dispatches for both license plate numbers, as well as for fire and police. The team has maintained a 99.3% effectiveness rate. The team conducted 280 investigations which took two to three hours each to analyze the root cause of incidents.

Q15

Respondent skipped this question

Optional: You may upload a PDF or image to accompany your application. (File size limit is 16MB)