

#1

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:45:18
IP Address: 206.196.158.130

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Brian Duffy
Organization	Per Mar Security
Address	1910 E Kimberly Rd
City/Town	Davenport
State/Province	IA
ZIP/Postal Code	52807
Website	www.permarsecurity.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Brad Dietz
Company	Per Mar Security
Address Title	Sr Manger Customer Support
Email Address	bdietz@permarsecurity.com
Phone Number	(563) 441-7426

Q3

Please identify below the award categories that your organization is entering.

Monitoring Center of the Year - Enterprise,
Monitoring Center of the Year - SMB,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year

Q4

What year was your Monitoring Center built?

we moved here into this building in 1997. We have updated regularly.

Q5

What year was your Monitoring Center most recently remodeled?

we are currently working on remodel. Previous to now, we updated our data center in 2013, and our monitoring center in 2015

Q6

How many active stations do you have?

23

Q7

How many full-time operators do you have?

43

Q8

How many part-time operators do you have?

0

Q9

How many supervisors do you have?

4

Q10

How many commercial subscribers do you have?

33395

Q11

What is your percentage of supervised Open/Close?

3.65%

Q12

How many residential subscribers do you have?

19459

Q13

What is your percentage of non-owned subscribers?

2.5

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Supervisory,**
 - Waterflow,**
 - Temperature,**
 - Elevator**
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

None of the above

Q17

Your Monitoring Center is best described as:

Full Service (Monitoring with your own installation)

Q18

Indicate below all of your Monitoring Center listings.

- Burg - CPVX,**
 - Burg - CVSG,**
 - Burg - CRZM,**
 - Fire - UUFY**
-

Q19

TMA Five Diamond

Which TMA Monitoring Center certifications does your organization hold?

Q20

UL,

What NRTL certification does your Monitoring Center hold?

FM

Q21

Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	0-50
TMA Monitoring Center Online Operator Level 2	Yes	0-50
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	0-50

Additional Comments:

We also maintain the TMA recertification

Q23

If yes, please indicate how often it is updated.:
our manual is regularly reviewed and updated

Does your organization have a procedure manual?

Q24

Signals Handled

Number of signals handles per week

50212

Number of signals required operator interaction per week

29532

Number of alarm-only signals

**unsure of exact meaning, but burg, fire, med & hold ups
= 8955**

Q25

Calls Handled

Number of inbound calls per week	4986
Number of outbound calls per week	19325

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

burg = 66 seconds
fire = 41 seconds
medical = 68 seconds
hold up = 38 seconds

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,
NFPA

#3

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:06:35
IP Address: 172.58.183.224

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Max Baigelman
Organization	Stealth Monitoring
Address	15182 Marsh Lane
Address 2	Suite A
City/Town	Addison
State/Province	TX
ZIP/Postal Code	75001
Website	https://stealthmonitoring.com/

Q2

Please provide information for the primary contact for Award correspondence.

Name	Erik Mikkelsen
Company	Stealth Monitoring
Address Title	15182 Marsh Lane
Email Address	emikkelsen@stealthmonitoring.com
Phone Number	(213)312-7941

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

We have 6 monitoring centers. The first was built in 2003

Q5

What year was your Monitoring Center most recently remodeled?

2021

Q6

How many active stations do you have?

722

Q7

How many full-time operators do you have?

1,115

Q8

How many part-time operators do you have?

43

Q9

How many supervisors do you have?

89

Q10

How many commercial subscribers do you have?

4,708

Q11

What is your percentage of supervised Open/Close?

We don't get automated signals from the site in terms of open close --- set to alarm/not alarmed. We have set hours to monitor like 10pm to 6am

Q12

How many residential subscribers do you have?

0

Q13

What is your percentage of non-owned subscribers?

0

Q14

Check all types of signals monitored by your organization.

Burglar,
Fire,
Video,
Access Control

Q15

What types of communication technologies does your organization use? Select all that apply.

Cellular,
Internet

Q16

Do you provide either of these additional monitoring center services?

Remote Access (Indicate number of users in the space below.)

Q17

Your Monitoring Center is best described as:

Full Service Plus Contract with other Dealers (Monitoring own installations)

Q18

Indicate below all of your Monitoring Center listings.

Burg - CPVX,
Burg - CVSG,
Burg - CRZH,
Burg - CRZM,
Fire - UUFX,
Fire - UUJS,
Monitoring - CVSU,
Monitoring - UUFX

Q19

Which TMA Monitoring Center certifications does your organization hold?

Please provide the certification date for each certification selected above.:

0

Q20

UL

What NRTL certification does your Monitoring Center hold?

Q21

Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	No	
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	No	

Q23

Yes

Does your organization have a procedure manual?

Q24

Signals Handled

Number of signals handles per week	35 million
Number of signals required operator interaction per week	35K or 1% of signals escalated and investigated
Number of alarm-only signals	99%

Q25

Calls Handled

Number of outbound calls per week	600
-----------------------------------	------------

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

Escalation to Dispatch is <= 5mins – Defined as the time a signal is escalated to the time an operator begins to dial the first call to guard/PD.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

Other (please specify):

Texas Arson Council

#4

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:07:30
IP Address: 206.108.31.34

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Jason Macdonnell
Organization	TELUS Smart Security & Automation
Address	510 W Georgia Street, Floor 23
City/Town	Vancouver
ZIP/Postal Code	V6B0M3
Website	https://www.telus.com/smartsecurity

Q2

Please provide information for the primary contact for Award correspondence.

Name	Karen Roughley
Company	TELUS Smart Security & Automation
Address Title	Strategy Manager
Email Address	karen.roughley@telus.com
Phone Number	2505881331

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year**

Q4

What year was your Monitoring Center built?

1986

Q5

What year was your Monitoring Center most recently remodeled?

2023

Q6

How many active stations do you have?

5

Q7

How many full-time operators do you have?

162

Q8

How many part-time operators do you have?

33

Q9

How many supervisors do you have?

15

Q10

How many commercial subscribers do you have?

139999

Q11

What is your percentage of supervised Open/Close?

4%

Q12

How many residential subscribers do you have?

765689

Q13

What is your percentage of non-owned subscribers?

2%

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator,**
 - Cyber**
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Two Way Voice (Indicate number of users in the space below.)

Q17

Your Monitoring Center is best described as:

Full Service Plus Contract with other Dealers (Monitoring own installations)

Q18

Indicate below all of your Monitoring Center listings.

Respondent skipped this question

Q19

Which TMA Monitoring Center certifications does your organization hold?

TMA Five Diamond,
Please provide the certification date for each certification selected above.:
April 30, 2024

Q20

What NRTL certification does your Monitoring Center hold?

Other (please specify):

ULC

Q21

Does your Monitoring Center have a Disaster Recovery Plan?

Yes

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	101-250
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	251-500

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:

Every year

Q24

Signals Handled

Number of signals handles per week	7319120
Number of signals required operator interaction per week	44764
Number of alarm-only signals	39512

Q25

Calls Handled

Number of inbound calls per week	13480
Number of outbound calls per week	37064

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

24 seconds

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

Local/State Association(s),

Other (please specify):

ULC, CANASA

#6

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 204.61.56.37

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Mary Kipp
Organization	Puget Sound Energy
Address	13635 NE 80th Street
City/Town	Redmond
State/Province	WA
ZIP/Postal Code	98052
Website	pse.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Richard Flores IV, CPP
Company	Puget Sound Energy
Address Title	Supervisor, Physical Security Operations
Email Address	richard.flores@pse.com
Phone Number	425-681-1590

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - SMB,
Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year**

Q4

What year was your Monitoring Center built?

2016

Q5

What year was your Monitoring Center most recently remodeled?

2016

Q6

How many active stations do you have?

4

Q7

How many full-time operators do you have?

12

Q8

How many part-time operators do you have?

1

Q9

How many supervisors do you have?

1

Q10

How many commercial subscribers do you have?

220 Sites Monitored (GSOC)

Q11

What is your percentage of supervised Open/Close?

N/A

Q12

How many residential subscribers do you have?

0

Q13

What is your percentage of non-owned subscribers?

N/A

Q14

Check all types of signals monitored by your organization.

Burglar,
Video,
Access Control,
Other (please specify):
Panic

Q15

What types of communication technologies does your organization use? Select all that apply.

Cellular,
Internet

Q16

Do you provide either of these additional monitoring center services?

Remote Access (Indicate number of users in the space below.)

Q17

Your Monitoring Center is best described as:

Proprietary Monitoring Center for Company-owned property(ies)

Q18

Indicate below all of your Monitoring Center listings.

Respondent skipped this question

Q19

Which TMA Monitoring Center certifications does your organization hold?

Respondent skipped this question

Q20

What NRTL certification does your Monitoring Center hold?

Respondent skipped this question

Q21

Does your Monitoring Center have a Disaster Recovery Plan?

Yes

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	No	
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	0-50

Q23

Yes

Does your organization have a procedure manual?

Q24

Signals Handled

Number of signals handles per week	11,175
Number of signals required operator interaction per week	1,722
Number of alarm-only signals	11,175

Q25

Calls Handled

Number of inbound calls per week	131
Number of outbound calls per week	30

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

As an internal GSOC, we measure two response times. First is time of alarm to time operator handles the alarm. That average is: 91 seconds. The other is the time from alarm coming in to time police are dispatched. That average is: 5 minutes 3 seconds. These averages are from 2023.

Q27

TMA

Is your organization a member of any of the following associations? (Check all that apply.)

#7

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:07:03
IP Address: 72.172.87.66

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Aria Kozak
Organization	Elite ISI
Address	1200 w 7th
City/Town	Los Angeles
State/Province	CA
ZIP/Postal Code	90017
Website	www.eliteisi.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Scott Goldfine
Company	Elite ISI
Address Title	1200 w 7th
Email Address	sgoldfine@eliteisi.com
Phone Number	3107207576

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year**

Q4

What year was your Monitoring Center built?

2017

Q5

What year was your Monitoring Center most recently remodeled?

2022

Q6

How many active stations do you have?

12

Q7

How many full-time operators do you have?

30

Q8

How many part-time operators do you have?

0

Q9

How many supervisors do you have?

6

Q10

How many commercial subscribers do you have?

470

Q11

What is your percentage of supervised Open/Close?

0

Q12

How many residential subscribers do you have?

0

Q13

What is your percentage of non-owned subscribers?

0

Q14

Video

Check all types of signals monitored by your organization.

Q15

Digital Dialer

What types of communication technologies does your organization use? Select all that apply.

Q16

Two Way Voice (Indicate number of users in the space below.)

Do you provide either of these additional monitoring center services?

Q17

Full Service (Monitoring with your own installation)

Your Monitoring Center is best described as:

Q18

Respondent skipped this question

Indicate below all of your Monitoring Center listings.

Q19

Respondent skipped this question

Which TMA Monitoring Center certifications does your organization hold?

Q20

UL

What NRTL certification does your Monitoring Center hold?

Q21

Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	No	
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	0-50

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:
every 6 months

Q24

Signals Handled

Number of signals handles per week	131990
Number of signals required operator interaction per week	1457
Number of alarm-only signals	0

Q25

Calls Handled

Number of inbound calls per week	95
Number of outbound calls per week	85

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

eyes on event under 10 seconds response

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,
ESA,
SIA,
Other (please specify):
ASIS

#8

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, February 26, 2024 9:34:51 AM
Time Spent: 00:15:40
IP Address: 206.197.209.254

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Jim DeVries
Organization	ADT Security Services
Address	1501 Yamato Rd
City/Town	Boca Raton
State/Province	FL
ZIP/Postal Code	33431
Website	www.adt.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Carolynn McMasters
Company	ADT Security Services
Address Title	Director, Support
Email Address	CarolynnMcMasters@adt.com
Phone Number	610-331-1759

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

ADT operates three fully redundant UL Monitoring Centers located in Rochester, NY (built in 1970); Knoxville, TN (built in 2006); and Irving, TX (built in 1997).

Q5

What year was your Monitoring Center most recently remodeled?

Rochester and Knoxville were remodeled in 2016. Irving was remodeled in 2011.

Q6

How many active stations do you have?

ADT has 850 alarm monitoring workstations across our three UL Monitoring Centers.

Q7

How many full-time operators do you have?

653

Q8

How many part-time operators do you have?

NA

Q9

How many supervisors do you have?

52 Supervisors (includes Team Managers and Unit Managers).

Q10

How many commercial subscribers do you have?

Approximately 800,000

Q11

What is your percentage of supervised Open/Close?

Less than 1%

Q12

How many residential subscribers do you have?

Approximately 6.0 million

Q13

What is your percentage of non-owned subscribers?

NA

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Weather,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator,**
 - Cyber,**
 - Other (please specify):
Mobile-Safe by ADT
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Please provide the number of users for each selected category in the space provided.:

Two Way Voice Number of Users: Over 200,000 Remote Access (ADT Pulse, ADT Command, Alarm.com):
Approximately 4 million

Q17 **Full Service (Monitoring with your own installation)**

Your Monitoring Center is best described as:

Q18 **Burg - CPVX,**
Burg - CVSG,
Burg - CRZH,
Burg - CRZM,
Fire - UUFX,
Monitoring - CVSU,
Monitoring - UUFX

Q19 **TMA Five Diamond,**

Which TMA Monitoring Center certifications does your organization hold?

Please provide the certification date for each certification selected above.:

October 2014. One of ADT's two monitoring centers located in Irving, TX holds TMA Five Diamond distinction. In October 2023, ADT sold its commercial division which included the Five Diamond-certified monitoring center. ADT is certifying two more centers in 2024 for 5 Diamond. Additionally, our training content aligns with TMA Level One and Two curriculum and Five Diamond principles and criteria.

Q20 **UL**

What NRTL certification does your Monitoring Center hold?

Q21 **Yes**

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	No	0-50
TMA Monitoring Center Online Operator Level 2	No	0-50
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	0-50
Proprietary training (Developed by your organization.)	Yes	500+

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:
To adapt to the dynamic nature of our Monitoring Centers' environment, we consistently update the Online Help Center and Standard Operating Procedures monthly.

Q24

Signals Handled

Number of signals handles per week	19,000,000
Number of signals required operator interaction per week	2,900,000
Number of alarm-only signals	165,000

Q25

Calls Handled

Number of inbound calls per week	37,000
Number of outbound calls per week	230,000

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

ADT's acknowledgment time averages 15 seconds for high priority alarms.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

ESA,

SIA,

NFPA,

Local/State Association(s),

Other (please specify):

Consumer Electronics Association, National Volunteer Fire Council, Z-Wave Alliance, Zigbee Alliance, Chamber of Commerce and other business development associations across the U.S.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, February 26, 2024 10:18:26 AM
Time Spent: 00:15:11
IP Address: 198.17.112.250

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Daniel Oppenheim
Organization	Affiliated Monitoring, Inc.
Address	2 Stahuber Avenue
City/Town	Union
State/Province	NJ
ZIP/Postal Code	07083
Website	https://www.affiliated.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Anthony Iannone
Company	Affiliated Monitoring
Address Title	Director
Email Address	anthony.iannone@affiliated.com
Phone Number	201-752-3818

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

New Jersey in 2012; Houston, TX in 2000 (Acquired by Affiliated in 2016)

Q5

What year was your Monitoring Center most recently remodeled?

New Jersey in 2014 (Expansion) and 2021 (Refresh); Texas in 2017 (Complete Renovation)

Q6

How many active stations do you have?

New Jersey: 155 - Texas: 90

Q7

How many full-time operators do you have?

~ 220

Q8

How many part-time operators do you have?

~ 30

Q9

How many supervisors do you have?

~ 30

Q10

How many commercial subscribers do you have?

~ 500,000+

Q11

What is your percentage of supervised Open/Close?

~ 1%

Q12

How many residential subscribers do you have?

~ 1,000,000+

Q13

What is your percentage of non-owned subscribers?

100%

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Weather,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator,**
 - Other (please specify):
Telematics / Crash Detection & Response
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Please provide the number of users for each selected category in the space provided.:
Two Way Voice – 300,000 + Users Remote Access – 6,000 + Users

Q17

Your Monitoring Center is best described as:

Contract (Wholesale to Dealer) Monitoring Center

Q18

Indicate below all of your Monitoring Center listings.

**Burg - CRZM,
Monitoring - UUFX**

Q19

Which TMA Monitoring Center certifications does your organization hold?

**TMA Five Diamond,
TMA IQ,**
Please provide the certification date for each certification selected above.:
TMA Five Diamond Status: Certified, Since 9/1/2005

Q20

What NRTL certification does your Monitoring Center hold?

**UL,
FM**

Q21

Does your Monitoring Center have a Disaster Recovery Plan?

Yes

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	500+
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	500+

Additional Comments:

Affiliated's internal training department was retooled in 2015 and includes extensive online learning, flipped classroom, gamification and modern pedagogical techniques.

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:
Reviewed monthly by dedicated SOP exec committee and annually during principals off-site which includes an outside peer reviewed process.

Q24

Signals Handled

Number of signals handles per week	2,200,000+ on Average
Number of signals required operator interaction per week	135,000+ on Average
Number of alarm-only signals	80,000+ on Average

Q25

Calls Handled

Number of inbound calls per week	50,000+
Number of outbound calls per week	100,000+

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

We calculated our average response time based on your methodology set forth above. Our average response time across both monitoring centers for the entire year of 2023 was 9.82 seconds for high priority alarms.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

- TMA,**
- ESA,**
- SIA,**
- NFPA,**
- Local/State Association(s),**

Other (please specify):

MAMA; New York State (NYBFA), New York Metropolitan (MBFAA), New York Fire Alarm Association (NYFAA), Long Island (LIAA), North Carolina (NCBFAA), Florida (FAA), Tennessee (TNESA), Connecticut (CASIA), and others.

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 1:25:01 PM
Last Modified: Monday, February 26, 2024 1:41:31 PM
Time Spent: 00:16:29
IP Address: 96.60.248.155

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Jim McMullen, President
Organization	COPS Monitoring
Address	1041 Glassboro Rd, F2
City/Town	Williamstown
State/Province	NJ
ZIP/Postal Code	08094
Website	https://copsmonitoring.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	David Smith
Company	COPS Monitoring
Address Title	VP of Marketing & Business Development
Email Address	dsmith@copsmonitoring.com
Phone Number	9545455708

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

1978 (NJ), 2006 (FL), 2012 (TX)

Q5

What year was your Monitoring Center most recently remodeled?

NJ: 2021; TX 2017; FL 2017

Q6

How many active stations do you have?

3, all are Five Diamond and UL Listed

Q7

How many full-time operators do you have?

230

Q8

How many part-time operators do you have?

26

Q9

How many supervisors do you have?

30

Q10

How many commercial subscribers do you have?

285,000 (15% of base)

Q11

What is your percentage of supervised Open/Close?

Roughly 15% of the Commercial Subscribers

Q12

How many residential subscribers do you have?

1,615,000

Q13

What is your percentage of non-owned subscribers?

100%

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator,**
 - Cyber,**
 - Other (please specify):
Environmental, MPERS
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Two Way Voice (Indicate number of users in the space below.)

Q17

Your Monitoring Center is best described as:

Contract (Wholesale to Dealer) Monitoring Center

Q18

Indicate below all of your Monitoring Center listings.

- Monitoring - CVSU,**
 - Monitoring - UUFX**
-

Q19

Which TMA Monitoring Center certifications does your organization hold?

TMA Five Diamond,

TMA IQ,

Please provide the certification date for each certification selected above.:

TMA Five Diamond: 04/01/2014 (first site, 2 others followed)

TMA IQ: 2004

Q20

What NRTL certification does your Monitoring Center hold?

UL,

FM,

Other (please specify):

Not Technically NRTL, but SOC 2, HIPAA certified

Q21

Does your Monitoring Center have a Disaster Recovery Plan?

Yes

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	500+
TMA Monitoring Center Online Operator Level 2		
TMA Monitoring Center Online Operator Level 1 - Individual courses		
Proprietary training (Developed by your organization.)	Yes	500+

Additional Comments:

All employees complete our proprietary 18-month 6 level Gradations training program. Dispatchers are TMA Level 1 certified about halfway through our program (3-5 months), and dispatchers are exposed to company-specific training that goes beyond TMA level 2.

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:

Reviewed monthly, updated as required

Q24

Signals Handled

Number of signals handles per week	6,000,000
Number of signals required operator interaction per week	101,000
Number of alarm-only signals	63,500

Q25

Calls Handled

Number of inbound calls per week	34,000 (cs only)
Number of outbound calls per week	250,000 (cs only)

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

Our average response time to 3.3 million priority alarms (burg and higher) over the past 12 months is 20.9 seconds. Response to fire, panic, medical, PERS, MPERS is faster (<10 seconds).

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

- TMA,**
 - ESA,**
 - SIA,**
 - NFPA,**
 - Local/State Association(s),**
 - Other (please specify):
 - Several states, AICC, FARA, MAMA, SIAC
-

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 1:18:41 PM
Last Modified: Monday, February 26, 2024 1:59:39 PM
Time Spent: 00:40:57
IP Address: 8.25.130.125

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Russell MacDonnell
Organization	Rapid Response Monitoring Services, Inc.
Address	400 West Division St.
City/Town	Syracuse
State/Province	NY
ZIP/Postal Code	13204
Website	www.rrms.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Christopher Denniston
Company	Rapid Response Monitoring Services, Inc.
Address Title	Director of Marketing & Contract Development
Email Address	christopher.denniston@rrms.com
Phone Number	315-956-1051

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - Enterprise,
Monitoring Center Manager of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

headquarters established in 1992. We have two additional locations as well.

Q5

What year was your Monitoring Center most recently remodeled?

headquarters - 2015. The other locations are undergoing enhancements now.

Q6

How many active stations do you have?

3

Q7

How many full-time operators do you have?

Rapid Response does not disclose this information.

Q8

How many part-time operators do you have?

0

Q9

How many supervisors do you have?

Rapid Response does not disclose this information.

Q10

How many commercial subscribers do you have?

Rapid Response does not disclose this information.

Q11

What is your percentage of supervised Open/Close?

Rapid Response does not disclose this information.

Q12

How many residential subscribers do you have?

Rapid Response does not disclose this information.

Q13

What is your percentage of non-owned subscribers?

100%. Rapid Response does not own any subscriber accounts, we only provide services for our Dealers and their customers.

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Weather,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator,**
 - Cyber**
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Please provide the number of users for each selected category in the space provided.:
We provide both of the above, however, Rapid Response does not disclose user information.

Q17

Your Monitoring Center is best described as:

Contract (Wholesale to Dealer) Monitoring Center

Q18

Indicate below all of your Monitoring Center listings.

**Burg - CVSG,
Burg - CRZH,
Burg - CRZM,
Fire - UUFX,
Monitoring - UUFX**

Q19

Which TMA Monitoring Center certifications does your organization hold?

TMA IQ

Q20

What NRTL certification does your Monitoring Center hold?

**UL,
FM**

Q21

Does your Monitoring Center have a Disaster Recovery Plan?

Yes

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	No	
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	

Q23

Does your organization have a procedure manual?

Yes

Q24

Signals Handled

Number of signals handles per week

Rapid Response does not release this information.

Number of signals required operator interaction per week

Rapid Response does not release this information.

Number of alarm-only signals

Rapid Response does not release this information.

Q25

Calls Handled

Number of inbound calls per week

Rapid Response does not release this information.

Number of outbound calls per week

Rapid Response does not release this information.

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

Rapid Response does not release this information.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

ESA,

SIA,

NFPA,

Local/State Association(s)

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 11:16:37 PM
Last Modified: Monday, February 26, 2024 11:44:37 PM
Time Spent: 00:27:59
IP Address: 4.49.51.178

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Ken Gill
Organization	CPI Security Systems, Inc.
Address	4300 Sandy Porter Rd
City/Town	Charlotte
State/Province	NC
ZIP/Postal Code	28273
Website	www.cpisecurity.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Stephanie Isbell
Company	CPI Security Systems, Inc.
Address Title	Central Station Manager
Email Address	sisbell@cpisecurity.com
Phone Number	704-945-6265

Q3

Please identify below the award categories that your organization is entering.

Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year

Q4

What year was your Monitoring Center built?

2015

Q5

What year was your Monitoring Center most recently remodeled?

N/A

Q6

How many active stations do you have?

27

Q7

How many full-time operators do you have?

40

Q8

How many part-time operators do you have?

0

Q9

How many supervisors do you have?

6

Q10

How many commercial subscribers do you have?

18132

Q11

What is your percentage of supervised Open/Close?

0

Q12

How many residential subscribers do you have?

245599

Q13

What is your percentage of non-owned subscribers?

0

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Supervisory,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Connected Home (HVAC, lights, TV, etc.)**
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Two Way Voice (Indicate number of users in the space below.)

Q17

Your Monitoring Center is best described as:

Full Service (Monitoring with your own installation)

Q18

Indicate below all of your Monitoring Center listings.

Respondent skipped this question

Q19

Which TMA Monitoring Center certifications does your organization hold?

TMA Five Diamond,

Please provide the certification date for each certification selected above.:

CPI Security renewed our Five Diamond certification in 2023. It is valid through April 30, 2024.

Q20

UL

What NRTL certification does your Monitoring Center hold?

Q21

Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	0-50
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	0-50

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:
Central Station's Standard Operating Procedures are reviewed at least annually. Ad hoc revisions occur on an as needed basis.

Q24

Signals Handled

Number of signals handles per week	28,600 per week average.
Number of signals required operator interaction per week	17,350 per week average.
Number of alarm-only signals	13,206 per week average.

Q25

Calls Handled

Number of inbound calls per week	8,418 average per week.
Number of outbound calls per week	12,132 average per week.

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

Average response time is measured as the time a signal is received and acknowledge by the automation software until the time an operator accesses the alarm and begins to attempt contact using Real Time Response.

2023 response time average is 38 seconds.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

ESA,

SIA,

NFPA,

Local/State Association(s)

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 11, 2024 3:16:27 PM
Last Modified: Monday, March 11, 2024 4:15:57 PM
Time Spent: 00:59:30
IP Address: 71.145.194.72

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Joey Rao-Russell
Organization	Kimberlite dba Sonitrol
Address	3621 W. Beechwood Ave
City/Town	Fresno
State/Province	CA
ZIP/Postal Code	93711
Website	www.sonitrolsecurity.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Joey Raorussell
Company	Kimberlite dba Sonitrol
Address Title	President & CEO
Email Address	jrussell@sonitrolsecurity.com
Phone Number	6614722328

Q3

Please identify below the award categories that your organization is entering.

**Monitoring Center of the Year - SMB,
Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year,
Monitoring Center Support Person of the Year**

Q4

What year was your Monitoring Center built?

2001

Q5

What year was your Monitoring Center most recently remodeled?

2018 major

Q6

How many active stations do you have?

4

Q7

How many full-time operators do you have?

21

Q8

How many part-time operators do you have?

1

Q9

How many supervisors do you have?

6

Q10

How many commercial subscribers do you have?

4473

Q11

What is your percentage of supervised Open/Close?

47%

Q12

How many residential subscribers do you have?

212

Q13

What is your percentage of non-owned subscribers?

we do not do 3rd party monitoring

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - Supervisory,**
 - Waterflow,**
 - Temperature,**
 - Access Control,**
 - Elevator,**
 - Other (please specify):
Vape Detection, water detection
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

None of the above

Q17

Your Monitoring Center is best described as:

Full Service (Monitoring with your own installation)

Q18

Indicate below all of your Monitoring Center listings.

- Fire - UUFEX,**
 - Monitoring - CVSU**
-

Q19 Respondent skipped this question

Which TMA Monitoring Center certifications does your organization hold?

Q20 UL

What NRTL certification does your Monitoring Center hold?

Q21 Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22 Respondent skipped this question

Please indicate below the type of professional training programs that you Monitoring Center uses.

Q23 If yes, please indicate how often it is updated.:
Annually

Does your organization have a procedure manual?

Q24
Signals Handled

Number of signals handles per week	234022
Number of signals required operator interaction per week	156794
Number of alarm-only signals	58871

Q25
Calls Handled

Number of inbound calls per week	2127
Number of outbound calls per week	7123

Q26
What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

This is not tracked since we are a verification only center so it depends on how long to verify the situation.

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,

NFPA,

Local/State Association(s),

Other (please specify):

PPVAR, SNDA, IACP, NSA, Cal Chiefs, Cal Sheriff Assoc

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, January 24, 2024 2:18:16 PM
Last Modified: Monday, March 11, 2024 5:18:20 PM
Time Spent: Over a month
IP Address: 67.182.206.165

Page 1: Organization Information Form

Q1

Please provide organizational information below.

Organization CEO	Steve Richards
Organization	Becklar Enterprise Monitoring
Address	4699 Harrison Blvd.
City/Town	Ogden
State/Province	UT
ZIP/Postal Code	84403
Website	Becklar.com

Q2

Please provide information for the primary contact for Award correspondence.

Name	Jeff Bradford
Company	Becklar Enterprise Monitoring
Address Title	Sr. Director, Marketing
Email Address	jbradford@becklar.com
Phone Number	8012014055

Q3

Please identify below the award categories that your organization is entering.

Monitoring Center Manager of the Year,
Monitoring Center Operator of the Year

Q4

What year was your Monitoring Center built?

The wholesale monitoring division of Mountain Alarm was formally branded as AvantGuard Monitoring Centers in 2004. Our current headquarters location was built in 2010.

Q5

What year was your Monitoring Center most recently remodeled?

Our Ogden, Utah center, built in 2010, was completely remodeled in 2017, inside and out. And it has been rebranded just this year to reflect our expanded suite of services offered as part of Becklar Enterprise Monitoring. Our Rexburg, Idaho center was built in 2013 and then expanded/added on in 2018. Our beautiful new Cedar City, Utah, facility opened in 2021. Our Sarasota, FL facility was acquired through the All American acquisition in 2022. The 2022 acquisition of Armstrongs Monitoring also added monitoring centers across Canada including stations in Dartmouth, Montreal, Edmonton, and Moncton. Lastly, the acquisition of Eyeforce included a 4,500 square foot video monitoring center in Houston, TX.

Q6

How many active stations do you have?

We currently have 9 active stations as listed above with 512 operators

Q7

How many full-time operators do you have?

97 FT Operators

Q8

How many part-time operators do you have?

415 PT Operators

Q9

How many supervisors do you have?

40 Supervisors

Q10

How many commercial subscribers do you have?

247,622

Q11

What is your percentage of supervised Open/Close?

5%

Q12

How many residential subscribers do you have?

225,974

Q13

What is your percentage of non-owned subscribers?

0

Q14

Check all types of signals monitored by your organization.

- Burglar,**
 - Fire,**
 - Video,**
 - PERS,**
 - Weather,**
 - Supervisory,**
 - GPS,**
 - Waterflow,**
 - Temperature,**
 - Connected Home (HVAC, lights, TV, etc.),**
 - Elevator**
-

Q15

What types of communication technologies does your organization use? Select all that apply.

- Digital Dialer,**
 - Cellular,**
 - Long Range Radio,**
 - Internet**
-

Q16

Do you provide either of these additional monitoring center services?

Please provide the number of users for each selected category in the space provided.:
Approximately 1M accounts that have two-way capabilities.

Q17

Your Monitoring Center is best described as:

Contract (Wholesale to Dealer) Monitoring Center

Q18

Indicate below all of your Monitoring Center listings.

- Burg - CRZM,**
 - Fire - UUFX**
-

Q19

TMA Five Diamond

Which TMA Monitoring Center certifications does your organization hold?

Q20

UL

What NRTL certification does your Monitoring Center hold?

Q21

Yes

Does your Monitoring Center have a Disaster Recovery Plan?

Q22

Please indicate below the type of professional training programs that you Monitoring Center uses.

	Answer	Number of Graduates
TMA Monitoring Center Online Operator Level 1	Yes	101-250
TMA Monitoring Center Online Operator Level 2	No	
TMA Monitoring Center Online Operator Level 1 - Individual courses	No	
Proprietary training (Developed by your organization.)	Yes	500+

Q23

Does your organization have a procedure manual?

If yes, please indicate how often it is updated.:
 Our procedures and training manual is updated on an ongoing basis. It is also formally reviewed annually to ensure it is in line with our stringent company standards as well as industry standards of excellence. Detailed procedures are also documented in each dealer's action plans to ensure appropriate handling of each signal type. These are updated upon request by the dealer.

Q24

Signals Handled

Number of signals handles per week	528,000/week
Number of signals required operator interaction per week	215,000/week
Number of alarm-only signals	300,000/week

Q25

Calls Handled

Number of inbound calls per week	78,000/week
Number of outbound calls per week	400,000+/week

Q26

What is your average response time? (This is measured as the time a signal is received and acknowledged by the automation software until the time an operator begins to dial the first call. if a different method of measurement is used, please describe.)

9.4 seconds

Q27

Is your organization a member of any of the following associations? (Check all that apply.)

TMA,
ESA,
Local/State Association(s)
