



2019 TMA Monitoring Center Excellence Awards

Deadline: Friday March 22, 2019

The TMA Monitoring Center Excellence Awards recognize outstanding monitoring centers that are certified by any TMA-approved Nationally Recognized Testing Laboratory (NRTL), such as FM Global, Intertek/ETL and UL. They also recognize outstanding personnel in these companies who perform to the highest professional manner and make a significant contribution to the betterment of the alarm monitoring industry and the alarm profession, while demonstrating exceptional service to their customers and community.

The purpose of the awards is to:

- Establish and promote the inherent value of monitoring center services in general.
- Honor those who have made the most significant contributions to the service.
- Promote the distinct level of professionalism attained by TMA-approved, NRTL-certified monitoring centers.

Entries will be judged by a blue-ribbon judging panel selected by TMA. Judges are not affiliated with any currently-operating monitoring center. Following are the award categories:

- Monitoring Center of the Year
- Monitoring Center Manager of the Year
- Monitoring Center Operator of the Year
- Monitoring Center Support Person of the Year

Past winners of the Monitoring Center of the Year award cannot apply for the same award for three years after winning that particular award. However, this restriction does not apply to finalists, or to winners of the Monitoring Center Manager of the Year, Monitoring Center Operator of the Year, or Monitoring Center Support Person of the Year categories.

Each company may submit no more than one nominee per category.

How to Apply

1. Visit www.tma.us/csaa-excellence-awards/ to access the application forms.
2. All Applicants must complete Part A and the relevant sections B, C, D, and/or E in order for their entries to be judged:

- Monitoring Center of the Year: Part A & Part B
 - Monitoring Center Manager of the Year: Part A & Part C
 - Monitoring Center Operator of the Year: Part A & Part D
 - Monitoring Center Support Person of the Year: Part A & Part E
3. Please remember to include the name/email address of your company's CEO and the name/email address of the person responsible for your company's Monitoring Center. Monitoring Center Finalists may be contacted by TMA staff on behalf of the judging panel to clarify application questions or to obtain additional information during the judging process.
 4. Please save a copy of your application and send the form via email to communications@tma.us

Complete, detailed answers are necessary for the judges to thoughtfully review your application. Please take as much space as necessary to respond to each question.

Questions? Contact Leigh A. McGuire, Director of Marketing and Communications, at 703-660-4916 or communications@tma.us.

Part A: Company Information (Required for All Applicants)

Organization Information:

Company Name _____

DBA _____

Address _____

City _____ State _____

Zip _____ Country _____

Phone _____ Fax _____

Website _____

Company President/CEO _____

Award(s) for which you are applying (check all that apply)

- Monitoring Center of the Year
- Manager of the Year
- Operator of the Year
- Support Person of the Year

Contact for TMA Excellence Awards Applications(s)

Name _____ Title _____

Phone _____ Email _____

Company Information:

1: Monitoring Center Description

1(a) Year Built _____

1(b) Last Remodel Date _____

1(c) Number of Active Stations _____

2. Number of Operators

2(a) Number of Full Time Operators _____

2(b) Number of Part Time Operators _____

3. Number of Supervisors _____

4. Subscriber Information

4(a) Number of Commercial Subscribers
4(b) Percentage with Supervised Open/Close
4(c) Number of Resident Subscribers
4(d) Percentage of Non-owned Subscribers

5. Types of Signals Monitored (Check all that apply)

5(a) Burglar	5(n) Other
5(b) Fire	5(m) Cyber
5(c) Video	5(l) Elevator
5(d) PERS	5(k) Connected Home (HVAC, lights, TV, etc)
5(e) Weather	5(j) Access controls
5(f) Supervisory	5(i) Temperature
5(g) GPS	5(h) Waterflow

6. Types of Communication Technologies (Check all that apply)

- 6(a) Digital Dialer
- 6(b) Cellular
- 6(c) Long-Range Radio
- 6(d) Internet

7. Additional Monitoring Center Services Providers

7(a) Two Way Voice	7(b) # of Users
7(c) Remote Access	7(d) # of Users

8. Your Monitoring Center is Best Described as

8(a) Full Service (monitoring your own installation) Y/N
Full Service Plus Contract with other dealers (monitoring own installations)
8(b) Yes or No
8(c) Number of Dealers
8(d) Number of Accounts
Contract (wholesale to dealers) Monitoring Center
8(e) Yes or No
8(f) Number of Dealers
8(g) Number of Accounts
8(h) Proprietary Monitoring Center for Company-Owned properties (Y/N)

9. Monitoring Center Listings	
Burglar Alarm Listings	
9(a)	CPVX
9(b)	CVSG
9(c)	CRZH
9(d)	CRZM
Fire Alarm Listings	
9(e)	UUFX
9(f)	UUJS
Monitoring Only Listings	
9(g)	CVSU
9(h)	UUFX

10. Monitoring Center NRTL	
10.	Monitoring Center NRTL File #

11. TMA Five Diamond Status	
11(a)	TMA Five Diamond Company (Y/N)
11(b)	Date of Five Diamond Certification

12. Disaster Recovery	
12	Disaster Recovery Plan (Y/N)

13. Training Programs	
TMA Monitoring Center Operator Online	
13(a)	Y/N
13(b)	Number of Graduates
Internationally Developed	
13(c)	Y/N
13(d)	Number of Graduates
13(e)	Other

14. Monitoring Center Procedure Manual	
14(a)	Do you have one? Y/N
14(b)	How often is it updated?

15. Signals and Calls Handled	
Signals Handled	
15(a)	Number of Signals/Week

15(b) Number of Signals requiring operator interaction/week
15(c) Number of Alarm only signals
Calls Handled
15(d) Number of Weekly inbound calls
15(e) Number of Weekly outbound calls

16. Response Time
16 Average response time (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.)

17. Is your company a member of any of the following associations (mark as many as needed) Y/N
17(a) TMA
17(b) ESA
17(c) SIA
17(d) NFPA
17(e) Local/State Association
17(f) Other

Part B: Monitoring Center of the Year Applicants Only

Company Name _____

Complete, detailed answers are necessary for the judges to thoughtfully review your application.

NRTL Listings and Certifications (5 points)

1. How does your company use the distinction of its FM Global, Intertek/ETL or UL listing in its marketing program?

2. If your company is a TMA Five Diamond Company, how does it use the distinction of its TMA Five Diamond designation to better position itself in the marketplace?

Disaster-Recovery Plan (5 points)

3. Please provide a brief overview of your company's **documented disaster-recovery plan**. When was this **plan adopted**, and when was it **last reviewed**?

Hiring Criteria (5 points)

4. How does your Monitoring Center **attract and qualify the right employees**? How does your company solicit new employees?

5. What types of incentive programs are used to motivate and retain qualified employees?

Training & Continuing Education (15 points)

6. Describe the **training that your monitoring center offers** to monitoring center staff, both initially as well as ongoing training. Include the following information:

(a) The length of your training program

(b) What training methods are used (i.e., classroom, video, hands-on, etc.)?

(c) How do you determine whether a trainee has successfully completed the program?

Quality of Recordkeeping and Performance Data (10 points)

7. How does your monitoring center **quantify its performance**? List up to **three updates** that have made your monitoring center operations more successful?

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Adoption of New Technologies/Monitoring Center-Based Services (10 points)

8. Which of these technologies does your monitoring center offer? (Mark all that are appropriate.)

<input type="checkbox"/>	Alternate means of signal reception (other than POTS) – please specify
<input type="checkbox"/>	Monitoring center-based access control.
<input type="checkbox"/>	Two-way voice monitoring and live conversations with CS operators.
<input type="checkbox"/>	Monitoring center- based video services.
<input type="checkbox"/>	Remote monitoring with mobile services.
<input type="checkbox"/>	Automated dispatching to 911 centers (ASAP to PSAP).
<input type="checkbox"/>	Other – please specify:
<input type="checkbox"/>	E-mail alerts or mobile text messages.

Relationships with Responding Authorities (15 points)

9. What is your monitoring center doing to **preserve and/or improve its relationship** with responding authorities?

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10. What **false dispatch procedures** are currently in place in your monitoring center? (Please provide statistics demonstrating the effectiveness of these procedures.)

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11. What **industry technologies, products, standards and** guidelines are you using in the monitoring center to **reduce false dispatches**?

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Relationships with Customers (15 points)

12. Describe how your monitoring center/company measures the effectiveness, accuracy, speed and professionalism of end-user communications between operators and customers or responding authorities.

Role of Monitoring Center in the Company’s Overall Business Strategy (10 points)

13. The role of the monitoring center is different among installing companies, proprietary Monitoring Centers and contract monitoring centers and thus, may affect different areas of the business, such as sales, technical operations and customer service. How is your Monitoring Center **integrated** into **other aspects** of the company's business?

Involvement with Industry Groups (5 points)

14. With which industry groups are monitoring center employees involved (e.g., state and national alarm associations, listing agencies and response agency associations, etc.)? List two positive outcomes of this interaction.

Additional Information (5 points)

15. Why does your company deserve to win the **TMA Monitoring Center of the Year Award**?

16. Please list the activities in which your monitoring center is involved that contribute to the betterment of your community.

Continue to Part C - Monitoring Center Manager of the Year

Part C: Monitoring Center Manager of the Year Applicants Only

Company Name _____

Complete, detailed answers are necessary for the judges to thoughtfully review your application.

Background (20 points)

1. Name of person being considered for the TMA Manager of the Year Award

2. Monitoring center manager's official job title

3. How long has this person worked for the company?

4. What has been the progression of jobs within the company during this time period?

5. How long has this person worked at the job he/she now holds?

Experience & Education (15 points)

6. What are the monitoring center manager's experience and current areas of responsibility?

7. What are the monitoring center manager's industry education, job-specific education and training, and industry certifications?

Hiring and Training Staff (15 points)

8. What attributes does the Monitoring Center manager seek from new employees during the hiring process?

9. What is the Monitoring Center manager's role in the training process for operators?

Creative Employee Compensation and Rewards Programs (10 points)

10. Explain how the manager oversees employee development and retention of the Monitoring Center workforce, and how he/she identifies and acknowledges top operators (for example, employee reviews, promotion opportunities, special recognition, etc.).

Day to Day-to-Day Management of the Monitoring Center (20 points)

11. Explain how the monitoring center manager directs and influences the operation of the monitoring center as it relates to the following:

- Scheduling, emergency staffing and peak signal activity. (A)
- Establishing and achieving budget.(B)
- Attaining and measuring customer satisfaction levels.(C)
- Complaint and conflict resolution. (D)
- Identifying and follow up on missed signals. (E)
- Employee discipline and remedial training. (F)
- Establishing quality standards. (G)

Leadership (20 points)

12. Provide a specific example of how this person has led the monitoring center and maintained quality service levels in the midst of a difficult situation.

13. What are some ways in which the monitoring center manager demonstrates his/her leadership with customers, including end users and dealers?

14. What are some ways in which the monitoring center manager demonstrates his/her leadership with responding authorities?

15. What is the monitoring center manager's role in increasing the company's exposure to the public?

16. List some ways in which the monitoring center manager explores new technology within the Monitoring Center, and how he/she communicates technological developments within the company to operators.

17. What "best practices" has this person introduced to the monitoring center?

Industry and Community Outreach (5 points)

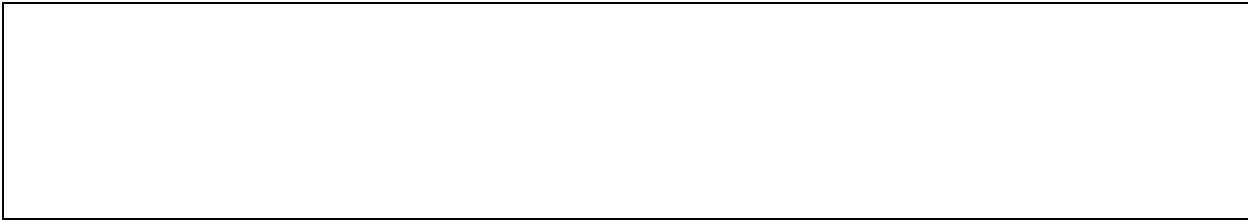
18. To which alarm industry associations, listing agencies or response agency associations does this person belong, and what is his/her level of involvement within these groups?

19. In which community outreach programs is the monitoring center manager involved?

Additional Information (15 points)

20. In what ways has the monitoring center manager improved the company's monitoring center offerings to subscribers?

21. Why does this person deserve to win the TMA Monitoring Center Manager of the Year award? Provide specific examples of when this individual went beyond normal expectations to provide exceptional leadership within the monitoring center.



Continue to Part D- Monitoring Center Operator of the Year

Part D: Monitoring Center Operator of the Year Applicants Only

Company Name _____

Complete, detailed answers are necessary for the judges to thoughtfully review your application.

Background (20 points)

1. Name of person being considered for the TMA Operator of the Year Award:

2. Monitoring center operator’s official job title:

3. How long has this person worked for the company?

4. What has been the progression of jobs within the company during this time period?

5. How long has this person worked at the job he/she now holds?

Experience & Education (15 points)

6. What is this person’s experience, both within your company and in the security industry?

7. What are the monitoring center operator's industry education, job-specific education and training, and industry certifications?

Job Performance (20 points)

8. Describe this person’s current areas of responsibility.

9. Describe this person’s performance level, generally, on the job.

10. Provide three examples of how this person demonstrates that he/she is a team player on the job.

11. Has this person ever been promoted? Provide details.

Life Safety Skills (25 points)

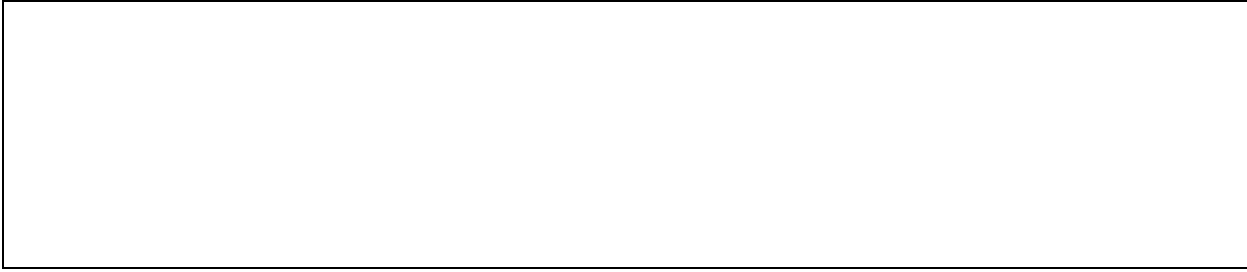
12. Describe an exemplary call during which someone's life and/or property were saved due to the actions of the monitoring center operator. How did this operator make a difference in that dispatch?

Additional Information (20 points)

13. In what ways does this person help to boost morale within the monitoring center?

14. Please describe any other information the judges should know about this person.

15. Why does this person deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.



Continue to Part E - Monitoring Center Operator of the Year

Part E: Monitoring Center Support Person of the Year Applicants Only

Company Name _____

Complete, detailed answers are necessary for the judges to thoughtfully review your application. Please use additional space as necessary.

Background (20 points)

1. Name of person being considered for the TMA Support Person of the Year Award:

2. Person’s official job title:

3. How long has this person worked for the company?

4. How long has this person worked at the job he/she now holds?

Experience and Education (30 points)

5. What is this person’s experience, both within your company and in the security industry?

6. What are this person’s industry education, job-specific education and industry certifications?

Job Performance (50 points)

7. What are this person’s main job responsibilities?

8. How does this person support the monitoring center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

9. Describe this person's performance level, generally, on the job.

10. Provide three examples of how this person demonstrates that he/she is a team player on the job.

12. Why does this person deserve to win the Monitoring Center Support Person of the Year Award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the monitoring center.

13. Describe how this person helps to boost staff morale within your monitoring center.

14. Provide any other information that you believe the judges should know about this person.

Save a copy of this application! Email completed application to communications@tma.us by close of business Friday, **March 22, 2019**.

Questions: Contact Leigh A. McGuire at 703-242-4670, ext. 16; communications@tma.us.