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DISPATCH

A PUBLICATION OF THE MONITORING ASSOCIATION

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Filling Seats

The **Monitoring** Association®

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Suffering workforce blues? You're not alone!

It's a riddle few employers have been able to solve. The security industry is not alone when it comes to hiring challenges - post COVID. Service industries have been hit especially hard. The jobs are there, but no one is applying. Applicants are being very selective and holding out for higher pay and more valuable benefits. For some, working remotely from home has become a requirement. We asked some TMA members how they've been managing to find and attract the workers they need. Read this issue's cover story to gain some insight into what's working and what's not.

DEPARTMENTS

IN EVERY ISSUE

Looking to hire or be hired?

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

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

Human Assets

I entered the public workforce in the mid 70's and was making a whopping $3.35 an hour plus some commissions. It was an entry job at the time. I never for a moment thought this was a career position. Back then, getting a job was not easy. You had to apply and interview for the position. Employers had multiple applicants from which to choose. Also, employers didn't have to try and convince the applicant to accept the position with the company.

Today, many of what was reality in the 70's and 80's has dramatically changed. Much of which, by the way, is for the better. But, the hiring process has significantly changed the workplace and how we manage, train, and work with our respective staff members.

In the mid 90's, I had the opportunity to start managing large groups of volunteers. Managing people that don't get paid or receive any kind of monetary benefit can be a real challenge. If you don't do it right, it's very easy for them to just pack up their ball and glove and go home. You're then left with a gap. Recruiting volunteers is much harder than hiring people.

I began searching for ways that I could better manage people, but I also needed a method or way that I could teach others. Even if I spent the time to learn a new way,

I couldn't be the only person that could manage people. I needed a way that could be taught that people would understand and relate to.

I am sure you have all heard phrases like "people don't quit jobs they quit managers." I firmly believe, for the most part, it's an accurate statement. There is no doubt managing people today is very different then it was in the 70's. There are so many social and economic conditions that must be considered today compared to even ten years ago.

This article is not going to tell you the methods that I learned almost 30 years ago. You will, however, have the chance to see a presentation on it and several other related subjects that can help you run your business with a higher degree of success at TMA's Mid-Year meeting.

Stay tuned. M

April is Volunteer Appreciation Month

Our volunteers make it possible for TMA to advance important initiaves in education, industry standards, and more each day.

Thank you for the time, knowledge, and talents that you contribute to TMA all year long!

Together. Moving. Ahead.

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

Intrinsic Motivation: It is all in your head!

No matter how much anyone loves their job, there are times when people lose motivation. There are 100s (probably thousands) of articles, consultants, websites that discuss how to motivate your employees. Many of them discuss external activities such as bonuses and additional benefits. However, motivating others effectively is a lot easier if they are interested in being motivated. This is where the concept of intrinsic motivation can exponentially assist you to motivate others.

The American Psychological Association defines intrinsic motivation as "an incentive to engage in a specific activity that derives from pleasure in the activity itself (e.g., a genuine interest in a subject studied) rather than because of any external benefits that might be obtained (e.g., money, course credits)."[1]

In recently came across a review of a new book[2], Intrinsic Motivation: How to be Motivated by Doing What you Do by Stefan Falk. The premise of the book is that you can learn to love any activity if you have the right mindset ("rewiring our brains to focus on exciting outcomes or FEOs").

The review highlighted five principles that have been shown to assist in developing intrinsic motivation.

1. Identifying an explicit goal/outcome and a set of tactics to achieve it. When we work on autopilot, we lose consciousness about what we are accomplishing. Every task can be made exciting since there are many ways to go about them. We must spend time thinking things through and choosing tasks and approaches that play on what we are good at and interest us.

2. Rather than compete against others, one should always challenge and compete against yourself. No matter how good you are, you can always do better.

3. Everyone has things they like to do and are good at. Finding ways to incorporate those things in the tactics to pursue and psych yourself can improve motivation. The attitude with which you approach work will determine whether you will become intrinsically motivated.

4. Reviewing one's work every day to make sure of progress and celebrating accomplishments, even if they seem insignificant, have the end result of wanting to accomplish more each day.

5. Intrinsic motivation is supported by being surrounded with people that are excited towards work. The goal of all these principles is to cultivate excitement. We are sabotaging ourselves when we make excuses for not loving our work. We must "master our mind" and emphasize in our minds the parts of our jobs that we like. It is all in our minds!

Other suggestions in the book include defining your most important goal and creating a time budget to make sure at the end of the day you have the satisfaction of accomplishing some or all the tasks related to that goal; defining how you want to be perceived; and pursuing a daily theme that excites you. When you feel challenged, it will be easier to be intrinsically motivated.

I also came across the work of Richard Ryan and Edward Deci, two psychologists who did a lot of research on motivation and developed Self-Determination Theory. They posit that this motivation is determined by three essential, inborn, psychological human needs that motivate performance: autonomy, competence, and relatedness.

- Autonomy - People are more likely to be intrinsically motivated when they feel that they have control over their work. Provide your team with the flexibility to make decisions and choose the best way to achieve their goals.

- Competence – Goals that are too easy or too difficult will not intrinsically motivate. One must choose goals that go hand in hand

"Nothing great was ever achieved without enthusiasm,"

~ Ralph Waldo Emerson

with what they are good at. People are more likely to be motivated when they feel they are getting better at something.

- **Relatedness** – Activities done with others or completing tasks that support or serve others also increase our sense of belonging. Sharing your experiences with others makes you feel connected. Connecting work to the larger mission of an organization or company promotes finding meaning in the work and making a difference.

Additional factors that increase intrinsic motivation identified by other authors[3] include:

- **Alignment with personal values:** identifying what a person values and aligning the activity to support these values increases a person's intrinsic motivation.

- **Removal of factors impeding intrinsic motivation.** There are factors that may impede our or our employees' motivation. They could be competing goals or physical or mental inability. One must identify what they are and try to remove them or ameliorate them.

- **The timing of extrinsic rewards.** Intrinsic and extrinsic motivators are equally important and can complement each other. In fact, a study conducted by Kaitlin Woolley and Ayelet Fishbach showed that immediate external rewards increase intrinsic motivation.[4]

When considering ways to motivate yourself or others to achieve more, it is important to consider the importance of intrinsic motivation. Without it, external motivators can lose their impact through time. It is only when both motivators work together that their effect will be longer lasting! M

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

Footnotes:

[1]*American Psychological Association (APA) Dictionary of Technology, https://dictionary.apa.org/intrinsic-motivation.*
[2]*Michael McKinney, LeadershipNow. https://www.leadershipnow.com/leadingblog/2023/02/intrinsic_motivation_how_to_be.html*
[3]*"Fostering Personal Meaning and Self-relevance: A Self-Determination Theory Perspective on Internalization," Maarten Vansteenkistea, Nathalie Aeltermana, Gert-Jan De Muyncka, Leen Haerensa, Erika Patallb, and Johnmarshall Reevec, The Journal of Experimental Education, VOL. 86, NO. 1, 30–49, 2018; "The Influence of Intrinsic Motivation and Synergistic Extrinsic Motivators on Creativity and Innovation." Carmen Fischer, Charlotte P. Malycha, and Ernestine Schafmann, Frontiers in Psychology, 4 February 2019, Sec. Organizational Psychology, Volume 10 - 2019; and "It's about time: Earlier rewards increase intrinsic motivation." Kaitlin Woolley & Ayelet Fishbach, Journal of Personality and Social Psychology, 114(6), 877–890, 2018.*
[4]*Kaitlin Woolley & Ayelet Fishbach, loc. sit.*

About TMA

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

Our Mission

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

Our Vision

A safer world through professional monitoring.

TMA Officers

President
Morgan Hertel, Corona, CA

Vice Presidents
Steve Butkovich, Charlotte, NC
Alan Gilmore IV, Cleveland, OH
Steve Walker, Plymouth, MN

Secretary
Justin Bailey, Ogden, UT

Treasurer
Shannon Woodman, Seattle, WA

Immediate Past President
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Director of Marketing and Communications
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Keely Daugherty

Information Systems Manager, ASAP Service Manager
Bryan Ginn

Programs and Administrative Coordinator
Tara Magness

MEMBER NEWS

Jewelers Mutual® Group Launches Safety and Security Academy

Jewelers Mutual announced its collaboration with Jewelers' Security Alliance (JSA) and UL Solutions to develop the Safety and Security Academy, a free online training program available for all jewelers and pawnbrokers in the U.S. and Canada, and their staff.

The Safety and Security Academy is powered by PureSafety On Demand by UL Solutions and consists of 16 courses containing content aligned with the JSA Manual of Jewelry Security. With a total 200 minutes of learning, the comprehensive e-learning program provides foundational education on security best practices. Coursework can be tailored to business and staff needs.

**Jewelers Mutual® Group Celebrates 110 Years**

Jewelers Mutual is celebrating its 110th anniversary this year by reaffirming its commitment to the industry and its customers.

In 1913, a group of jewelers banded together because they couldn't find insurance for their jewelry stores. Over the years, Jewelers Mutual continued to expand its protection offerings to include jewelry consumers, while bringing even more solutions to jewelers to help enable their growth. Today, the company continues to elevate the industry with programs that progressively move it forward.

Learn more about Jewelers Mutual and its 110-year history at JewelersMutual.com/about-us.

COPS Monitoring Welcomes K9 Assistant to its Workforce

COPS Monitoring is proud to welcome its first K9 assistant to its workforce. Throughout history from ancient Rome to Europe and China, there has been evidence of canines aiding humans. However, service dogs were not legally recognized by the United States until the
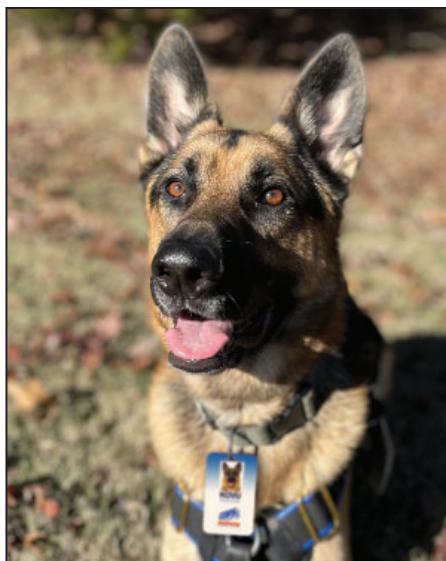
Americans with Disabilities Act (ADA) was passed in 1990. Today, there are roughly a half a million service dogs in the United States alone.

While ADA Title I applies to private employers with 15 or more employees, state and local governments, employment agencies, and labor unions, not every work environment is safe or hospitable to a service animal.

Though Kovu is considered a service animal, and not a pet, everyone at COPS loves having him around. Studies have also shown that the presence of dogs in the workplace can improve morale and lower stress levels which are both vital to concentrating on critical tasks and an overall healthy workplace environment.

Wayne Alarm Systems Acquires Red Alert Alarm Systems

Wayne Alarm Systems, Inc., a family-

owned and run life safety and security provider with UL/FM central station monitoring, announced that it has acquired Red Alert Alarm Systems of Topsfield, Mass.
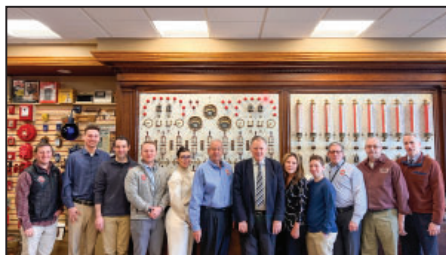
The purchase further increases Wayne Alarm's share in the greater Boston area as the company continues to grow and expand.

Red Alert Alarm Systems was founded by David Martin and has focused on premier security services for more than 45 years. The company serves more than 700 customers in the Boston area. Wayne Alarm has provided Red Alert Alarm Systems with monitoring services since the company began.

Red Alert will continue to do business under the Wayne Alarm Systems name. Martin will assist with the transition of the company, as well as working as a part time sales consultant.

ADT: Revenues Up 19% Q4, 21% for 2022

ADT has reported results for the fourth quarter and full year of 2022. According to ADT President and CEO Jim DeVries: "2022 was a very strong year for ADT. We delivered strong results with top-line growth while setting records in customer retention, recurring monthly revenue balance and revenue payback. Our results reflect the progress ADT is making as we shift from a traditional security company towards an innovative business poised for accelerating growth in new markets.

AlarMax Distributors Acquires 30+ Year Industry-Veteran Northern Sound & Light; a Supplier of Pro Audio, Lighting and Production Supplies

AlarMax Distributors, Inc., a national distributor of wholesale electronics, is pleased to announce the acquisition of Northern Sound & Light, a Pittsburgh based national supplier of sound, lighting and production equipment to the industry's top-leading professionals for use in concert venues, schools, houses of worship and live production houses. NSL is a factory-authorized reseller for over sixty industry-leading manufacturers and has the ability to service customers nationwide.

Northern Sound & Light, also known as NSL, has been in business over 30 years,

under the ownership and direction of Steve Raslevich. Northern is known for their deep industry roots, service awards, over a decade of live production service experience, and knowledge of the industry. NSL will maintain its own identity and business under the AlarMax financial umbrella.

For more information about AlarMax contact us at 412-921-8330 or visit us at AlarMax.com or AlarMaxAV.com

For more information about Northern Sound and Light contact us at (412) 331-1000 or visit us at northernsoundandlight.com.

TMA Members Recipients of ADI 2022 Supplier Awards

ADI Global Distribution announced the recipients of its 2022 Supplier Awards. ADI recognized suppliers in the categories of Operations, Marketing, Digital Marketing, Sales Support, New Product of the Year and Rookie of the Year.

Each year, ADI recognizes key suppliers across North America for their support and contributions towards the growth and success of ADI. Suppliers are evaluated based on revenue, sales support, marketing initiatives, inventory results and feedback from ADI's sales leadership team.

TMA Member - ADI Supplier Award Recipients include:
- **Marketing Supplier of the Year:** Honeywell Fire Solutions
- **Best Sales Support** - United States: Axis Communications
- **Best Sales Support - Canada:** Bosch

Resideo Completes Acquisition of BTX Technologies

Resideo Technologies has announced it has completed the acquisition of privately held distributor BTX Technologies, based in Hawthorne, N.Y. Terms of the acquisition were not disclosed.

BTX, founded in 1967; distributes professional audio, video, data communications and broadcast equipment. In addition, BTX offers a private brand portfolio, including the BookIT Room Scheduling Solution, holds several patents for connectivity products and provides manufacturing services for custom broadcast fiber assemblies, panels and more. The company has warehouse locations in New York and Utah, serving customers across North America. It will be part of Resideo's ADI Global Distribution business.

Last month, Resideo announced that it had completed the acquisition of Teknique, a New-Zealand-based company that specializes in edge-based, artificial intelligence-enabled video camera development and solutions.

Resideo, ADI Report Record 2022 Net Revenues

Resideo Technologies, Inc. and its distribution division ADI have both reported positive revenues for their Q4 2022 and full fiscal year 2022, despite suffering from supply chain woes. Citing economic uncertainty ahead, the company has announced it will make a 5% workforce reduction.

For the full year 2022 ended on December 31, 2022, Resideo had record net revenue of $6.37 billion, up 9% from $5.85 billion in 2021. Resideo's products and solutions side of its business represented $2.78 billion of the total revenue (up 13%), while the global distribution side of its business (ADI) accounted for $3.59 billion (up 6%) of the full-year revenue. Narrowing it down to just Q4, the company had net revenue of $1.56 billion, up 7%. The company's gross profit margin was 27.6%.

YourSix, Acadian Monitoring Services Partner

TMA members YourSix, Inc. and Acadian Monitoring Services are partnering to bring a true device-to-cloud physical security solution to their dealers. Combining the YourSixOS platform with Acadian's world-class central station team allows their customers and partners to fully benefit from the shift to cloud and video monitoring.

Per Mar Security Services Named Top Regional Channel Partner

Per Mar Security Services was named 2022 Top Regional Channel Partner by Axis Communications. Chris Edwards, president of the electronic security division for Per Mar, accepted the award saying, "We are honored to be recognized by Axis for this award. Video, and specifically live video monitoring, has been increasingly popular with our customers and has been a significant driver of growth for us."

Johnson Controls Collaborates with Cobalt Robotics Robot Guards

Cobalt Robotics, a machine-learning company that automates repetitive manual security and facility tasks with autonomous robots, has announced a new collaboration with Johnson Controls. Johnson Controls C•CURE 9000 access control and event management system is now integrated with Cobalt's remote robot guard service which includes AI robotics, machine-learning software, and human oversight.

Affiliated Monitoring and Podium Announce Partnership

A newly formed partnership between Affiliate Monitoring and Podium will allow Affiliate customers to sync their contact information from their monitoring databases into the Podium platform.

American Alarm Grows Massachusetts Footprint with Malfy Alarm Acquisition

American Alarm and Communications announces it has completed the acquisition of Malfy Alarm of Falmouth, Mass., a growing provider of life-safety and security systems serving some 700 customers, both residential and commercial, on Cape Cod.

PEOPLE IN THE NEWS

DMP Promotes Sean Cleary

Digital Monitoring Products (DMP) announces the promotion of Sean Cleary to Executive Director of Strategic Accounts. Cleary began his new role February 20th.

Cleary joined DMP in 2019 as Director of Financial Solutions where he's served dealers and financial industry customers for nearly four years. The focus of Cleary's new position is to lead the sales efforts of vertical markets comprised of government, retail, and banking, along with strategic accounts including ADT Commercial, Convergint Technologies, Johnson Controls and Securitas Technology.

Evolon Technology Appoints New VP of Sales

Evolon Technology, Inc. announced the appointment of Robert Putica as the company›s Vice President of Sales. Putica will be responsible for serving Evolon›s customers and channel partners with AI-based perimeter security solutions that provide real-time threat detection, situational awareness, and insightful forensic searches to protect people and assets.

ADT Appoints Wayne Thorsen to Chief Business Officer Role

ADT announced the appointment of Wayne Thorsen to the newly created role of Executive Vice President and Chief Business Officer, effective immediately. Thorsen will be responsible for leading ADT's product, innovation, and new business development teams.

Chief Operations Officer at Interface Systems Interviewed by Restaurant Technology News

Bob Homeyer, COO at Interface Systems, was featured in the Restaurant Technology News' Spotlight Interview. Read the full interview online.

Digital Monitoring Products Releases XV-24 with AlarmVision™

Digital Monitoring Products (DMP) announces the release of the XV-24 with AlarmVision™. AlarmVision's patent-pending technology seamlessly integrates cameras, analytics and the XR Series™ control panels in one platform to create a smart motion detector that triggers panel responses and alarms in real time.

According to Alee Rouhani, DMP's Director of Marketing, "The XV-24 with AlarmVision not only detects important objects but can trigger an alarm or lights to help deter an intruder from entering a premises, potentially avoiding or limiting damage caused before a break-in occurs.

XV-24 with AlarmVision™ gives business owners peace of mind that their property is being actively monitored by adding real time analytic monitoring to existing and new video cameras. *Features include:*

- Define where users want to detect activity within a camera's field of view
- Specify what activity users want to detect - person, vehicle and/or animal
- Schedule when detection of that activity should trigger a response

DMPs Dealer Admin™ provides one interface to program cameras, analytics, and panel zones, while Virtual Keypad™ provides users with a single interface to monitor and manage their video activity.

For more information and full capabilities of the XV-24 with AlarmVision™, visit https://www.dmp.com/products/video/alarmvision/xv-24alarmvision.

DMP Introduces the new 7-inch Touchscreen Keypad

The new 7-inch Touchscreen Keypad delivers a full-color display and rich features – including over-the-air firmware updates – in an elegant package for your residential and commercial customers.

Product benefits include:

- Two-way audio communication via V-4061 Video Doorbell

- The ability to view live and recorded video from connected cameras
- An onboard camera that captures snapshots of all arming disarming events
- Enhanced Z-Wave control for thermostats, lights, and door locks

DMP Introduces the First Intelligent Video Motion Detector

DMP's new AlarmVision creates video analytics zones on connected cameras that integrate into XR Series panels like any other zone. Deter intruders by instantly triggering any output or action following detection of a person, animal or vehicle. AlarmVision can also use these analytics to trigger alarms directly on the panel, creating an instantly verified alarm sent to the monitoring center.

AlarmVision benefits include:

- Actively deters intruders and instantly triggers verified alarms through its integration directly into an XR Series panel.
- Program your customer's system for automation following object detection within an area.
- Reduces false alarms and potentially costly fines.

All video and recorded clips are available in Virtual Keypad™.

Evolon Announces Launch of Evolon Insites™

Evolon Technology, Inc., a developer of proprietary software technology that takes surveillance video and turns it into real-time actionable information, today announced the market launch of Evolon Insites™, an innovative cloud platform that leverages computer vision, AI, and video analytics to quickly and accurately

detect, classify, and verify potential threats. Evolon Insites debuted at ISC West 2023. Providing real-time threat detection, insightful forensic searches, and long-term video archiving, Evolon Insites is delivered by securely connecting customer-premise video systems to powerful cloud-based analytics and video storage. Because it leverages a pure SaaS model, organizations can quickly scale and apply the service to cameras without the need for expensive AI servers, GPUs, and storage systems. Insites is designed to work in the most demanding outdoor environments, delivering alerts to security operation centers or central stations.

For information on pricing and availability, contact an Evolon representative at: sales@evolontech.com.

Now More Real-Time Integration Choices for NAPCO's Alarm Lock Wireless Trilogy Networx & ArchiTech Access Locks with 3 Leading Security Platforms: Lenel OnGuard 8.0/8.1, Continental Access CA4K Enterprise and AirAccess Cloud/Cell-Based Systems
NAPCO Security Technologies announced that its increasingly popular Alarm Lock Trilogy Networx® Wireless PIN and Prox Access Locks are newly certified with Lenel Version 8.0/8.1 OnGuard® Integrated Access Control & Video Security Platform. As a Lenel Open Access Alliance Program Partner (OAAP), Alarm Lock Networx Access Lock products (PL, PDL, and DL-Series) were fully tested and certified by Lenel's Quality Assurance Department for use with OnGuard. With this update, integrators and VARs have a choice of security management platforms, seamlessly integrated with the Company's award-winning locks, now including Lenel, Continental Enterprise, and new AirAccess Cellular Hosted ACaaS systems, the latter two, from sister divisions of Alarm Lock's parent company, NAPCO Security Technologies.

For more information or availability, please visit www.alarmlock.com , contact your local Alarm Lock Sales Representative, Distributor, or call the Alarm Lock

Division of NAPCO Security Technologies at 1.800.ALA.LOCK.

NAPCO's Alarm Lock Trilogy Access Control Locks Win Annual Maintenance Innovation Award for Safety
NAPCO announced that its Alarm Lock Trilogy® Series Wireless Access Control Locks have been recognized by facility maintenance decision-makers as the award-winning locking product for the Maintenance Innovation Award in Safety. This 2022 Annual Award, just announced, is said to "recognize innovations and excellence in products, that contribute to the efficient and profitable operation and management of commercial buildings and institutions in the United States".

NAPCO is Now a Partner in the PASS K-12 Partner Alliance for Safer Schools
NAPCO announced that it has recently become a PASS Partner (Partner Alliance for Safer Schools) as part of its commitment to help provide more school and campus solutions, in the face of the escalating violence and tragedies nationwide. PASS K-12 is a well-respected program that offers comprehensive information and objective guidelines for securing school facilities, created by a multidisciplinary team spanning security, education, infrastructure, and corporate sectors. PASS presents the comprehensive tools and insights needed for public safety and security professionals; school administrators and school boards, to work in concert to implement a tiered school security protection approach, from inside to the outer perimeter.

SightLogix Introduces SightTracker PTZ - Smart A.I. People Tracker
SightLogix introduces the SightTracker PTZ, a smart camera with Edge

AI that automatically zooms and follows outdoor intruders with fast, on-target responsiveness.

By embedding SightTracker™ software and AI classification analytics inside our high-performance PTZ, the camera automatically tracks targets without latency or the network delays inherent in other PTZ solutions, delivering unmatched situational awareness for outdoor sites.

SightTracker PTZ works with SightSensor thermal detection cameras, staying locked onto intruders as they move throughout the site, even beyond the field of view of the detecting camera. By re-centering the target up to 10 times per second, the SightTracker PTZ keeps the intruder in clear view with striking zoomed-in detail.

Powered by AI-based classification analytics, IR illumination, 33x optical zoom, 360-degree pan, and a 5MP imager with excellent low-light performance, SightTracker PTZ revolutionizes the outdoor PTZ market.

Learn more about SightTracker PTZ: https://www.sightlogix.com/products/sighttracker-ptz/

TMA President Inducted into *SSI* Hall of Fame

TMA President Morgan Hertel was inducted into Security Sales and Integration Magazine (SSI) 2023 Hall of Fame at ISC West in Las Vegas. According to SSI Editor-in-Chief Scott Goldfine, "The SSI Hall memorializes those whose work is in fact connected with life-and-death outcomes. Everyone in the security and fire/life-safety industry plays a part in the grand scheme to protect people, property, and assets." As of today, more than 120 high achievers have been elected to the SSI Industry Hall of Fame.

Goldfine further states, "Those chosen for this special recognition often demonstrate coveted qualities such as talent, vison, passion, skill, dedication, focus, tenacity, and intuition. However, rising to the lofty level of all-time greatness also brings into play admirable characteristics like integrity, honesty, humility, ethics, and philanthropy. Those attributes embody the exemplary persons who since 2004 have been inducted into the SSI Industry Hall of Fame — including this year's heroic half-dozen.

In his profile, Morgan shared his biggest wish for the industry change as, "I would like to change people's attitude toward change itself. It's a human trait to push back against change because it can be scary. But it's necessary in our industry."

Read Morgan's full profile on the *SSI* website.

TMA Bids a Fond Adieu to its Long-term Vice President of Meetings

It is with a fond heart and mixed feelings, TMA says goodbye to a dear colleague and friend, TMA Vice President of Meetings John McDonald as he enters his well-earned retirement. TMA staff, members, and volunteers had the great pleasure to work alongside McDonald for a span of 25 years.

"I had a great run at TMA and enjoyed my job. I've seen a great deal of change and growth over the years in the association and the industry," he expressed. McDonald went on the recognize how fortunate TMA has been to have many wonderful members who have dedicated a great deal of time and energy to the association to assure its future and continued success.

Of his retirement, McDonald stated, "I am looking forward to having free time to get back to things that I haven't found time for, like playing the piano. I also want to do more travel, spend more time in art museums, explore more auction previews, and entertain friends."

Welcome TMA's Newest Team Member – Keely Daugherty

The TMA team is thrilled to welcome meeting and events professional Keely Daugherty! The new Director of Meetings, Daugherty joined the small staff just ahead of McDonald's departure. She brings

nearly 10 years of experience working in meeting and events for non-profits and membership associations. Most recently, Daugherty managed conferences for the U.S. Department of Defense. "I have always loved bringing people together to celebrate, meet, and learn. I also love seeing the organization's hard work come together in a tangible way," shared Daugherty, "I am excited to meet TMA members at events and create both engaging and meaningful experiences for them to network and share ideas."

A proud graduate of the University of Alabama (Roll Tide!), Daugherty is currently in the process of earning continuing education credit to obtain her Certified Meeting Professional (CMP) certification.

Outside of work, she enjoys cooking for family and friends, a good book on the beach, going to the driving range, and spending time on the Chesapeake Bay or in the Shenandoah Mountains with her dog, Wrigley.
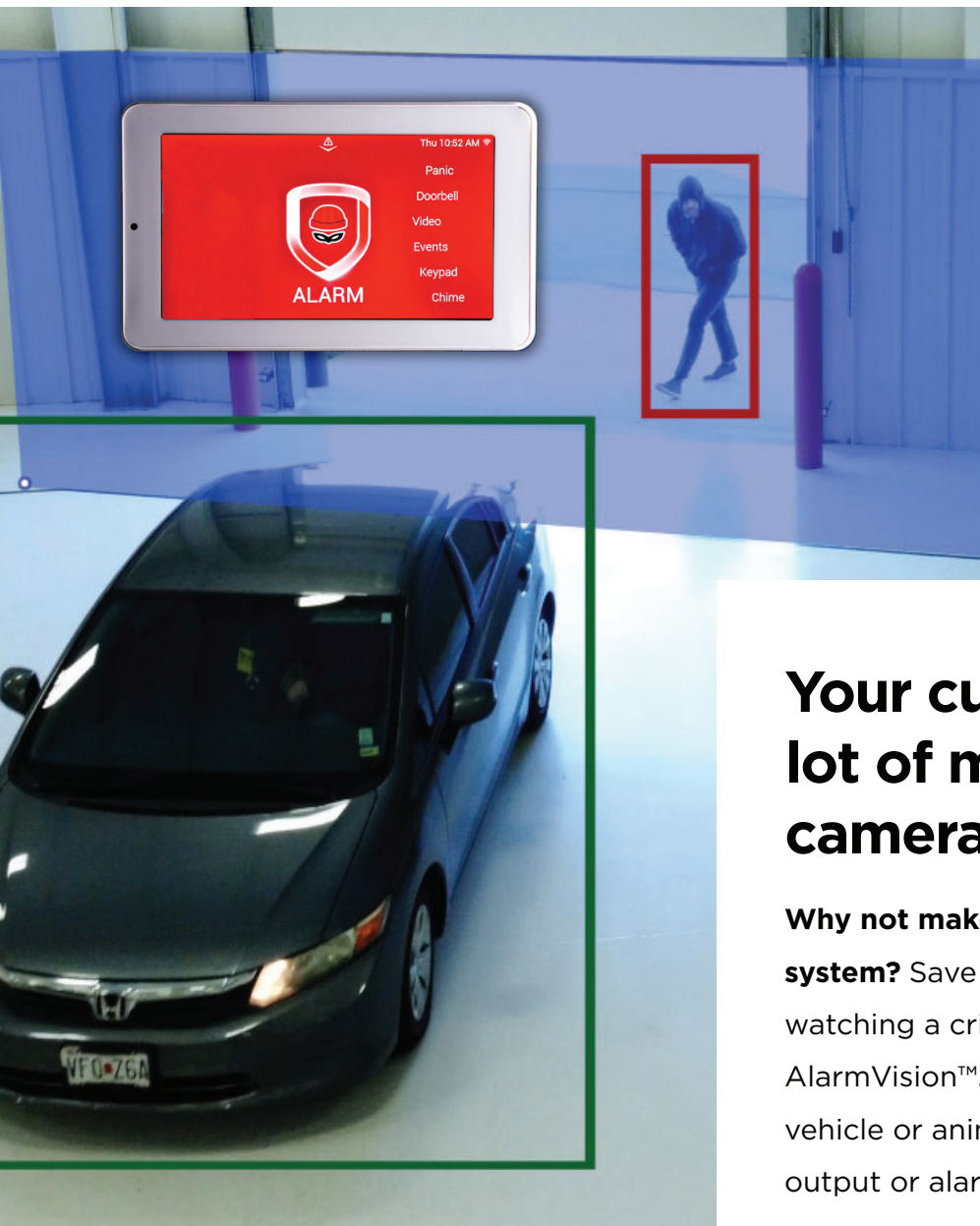
Your customers spent a lot of money installing cameras in their business.

Why not make them a vital part of their alarm system? Save your customers the frustration of watching a crime after it occurs with the XV-24 with AlarmVision™. It uses analytics to detect a person, vehicle or animal while automatically triggering an output or alarm.

Learn more about the XV-24 with AlarmVision by visiting www.DMP.com/XV-24-TMA.

DMP®
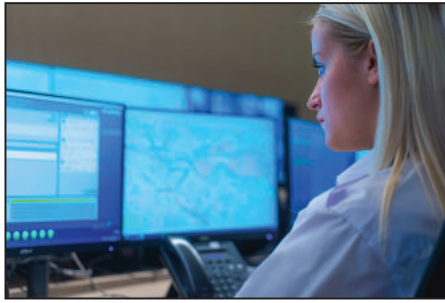
Seven New ECCs Go Live with TMA's ASAP-to-PSAP Service

Since the publication of our Winter 2022 magazine, Bill Hobgood and his team have been hard at work bringing new Emergency Communications Centers (ECCs) online with TMA's ASAP-to-PSAP service. The most recent additions include:

1. City of Riverside CA Police Department
2. South Sound 911 (Tacoma-Pierce County) WA
3. Snohomish County WA
4. New River Valley (Montgomery County) VA
5. Genesee County NY Emergency Services Dispatch Center
6. Deschutes County OR 911 Service District
7. Fairfax County VA

Genesee County Sheriff William A. Sheron Jr. remarked, "Alarm monitoring companies can now send notifications electronically to the GCESDC and that data will automatically be populated into the Computer-Aided Dispatch (CAD) software. This will eliminate the need for dispatchers to manually enter the information into CAD which will expedite first responder response times by increasing data accuracy and eliminating miscommunications and the need for unnecessary phone calls between alarm companies and dispatchers." M

Finalists for TMA's 2023 Excellence Awards and Marvel Technology Award Announced

TMA is pleased to announce the finalists for its 2023 Excellence Awards and its Marvel Technology Award. In all, nearly 40 award applications were submitted this year.

The winners will be announced by publication sponsors Rodney Bosch, *SDM*, (Excellence Awards) and Scott Goldfine, *SSI*, (Marvel Technology Award) in a virtual awards ceremony on **April 17th**. Visit the TMA website to register to attend.

Our 2023 Excellence Awards Finalists:

Monitoring Center of the Year – Enterprise
1. ADT
2. COPS Monitoring
3. CPI Security

Monitoring Center of the Year – SMB
1. Central Monitoring & Dispatch, Inc.
2. Habitec Security
3. Statewide Central Station

Monitoring Center Manager of the Year
1. John Turner, ADT
2. Larry Esposito, Affiliated Monitoring
3. Alexandria Keen, EPS Security
4. Tracy Ehrsam, Habitec Security
5. Fiore Ayala, Rapid Response Monitoring Services, Inc.

Monitoring Center Operator of the Year
1. Samantha Marzilli, COPS Monitoring
2. Jennifer Labrecque, Habitec Security
3. Loretta Grubb, TELUS Smart Home

Monitoring Center Support Person of the Year
1. Jamie Mashike, ADT
2. Michael Bolton, Holmes Security Systems
3. Brian De Carlo, Rapid Response Monitoring Services, Inc.

Our 2023 Marvel Technology Award Finalists:

1. Edgeworth Security
2. National Monitoring Center
3. Statewide Central Station

By Leigh A. McGuire, TMA

Strategies

WE ARE LOOKING FOR YOU

for filling empty seats...

Casually ask a TMA member today, "What's keeping you up at night?" And, more often than not, the overwhelming majority respond without hesitation, "Hiring!" The challenge to find and retain skilled workers is a common thread across all sectors of business today in the post-COVID landscape. For better or for worse, the security industry is not alone; no company is immune.

Some researchers are using the word epidemic to describe the current state of the employment landscape for technicians trained in electronics, as well as other professional positions. U. S. Department of Labor statistics reveal it's not all doom and gloom. Members that we spoke with agreed that the job market is still strong—even amidst layoffs. ADT Vice President, Talent Acquisition Amber Weaver said, "Candidates have many options, even in the current job market where layoffs are happening."

TMA CEO Celia Besore and I had the great pleasure to attend DMP's Owners' Forum in Las Vegas just ahead of ISC West in late March. Keynote, Fortune's Senior Editor-at-Large Geoff Colvin called attention to the challenges businesses are facing in hiring and retaining workers. He shared a story of a small town where business owners came together to share the expense of a local billboard lease on which they called on residents to get up, get out, and apply for a job...*any job*.

A 2022 study conducted by NBC identified one reason for the shortage is the emerging generation gap. New, younger technicians are having to learn and master completely different mechanics than the previous generation. Vector Security's newly appointed

Director of HR and Talent Acquisition Hope Vaccaro affirmed the national shortage of skilled labor, stating, "Parents do not always encourage their children to follow these types of career paths…"

The U.S. Bureau of Labor Statistics reported the unemployment rate at the end of March 2023 to be 3.5% with the number of open positions rising by 236,000 in the month. Employment continued to trend up in leisure and hospitality, government, professional and business services, and health care.

What do prospective employees look for?

According to both Weaver and Vaccaro, prospective employees today are looking to work for companies that have a mission. "Job seekers today are more willing to work for an employer that promotes the greater good," observed Vaccaro. Weaver concurred, stating, "Candidates are looking for employers whose values and mission match their own." As companies that are dedicated to the protection of life and property 24/7, appealing to candidates' desire for a "higher calling" comes naturally. Vector Security also offers its employees the opportunity to give back to the communities where they live and work.

Another common thread is a "team-like" environment. Candidates want to feel like they are part of a team and that they are a valued contributor. "We look for those that demonstrate that they are a team player, are loyal, and have a good work ethic," stated Vaccaro. ADT is dedicated to providing its employees

with an "inclusive environment where everyone and every voice matters; where your teammates stand by and lift you…"

Identifying and Attracting Qualified Candidates

It's more important than ever before to know your candidates and to reach them where they are. ADT has surveyed both its internal employees and external audiences to gain insights into the "best appeal" and to better understand various job functions within the company.

Our HR professionals also stressed the importance of knowing your competition in the marketplace and what makes their culture attractive to job candidates. Weaver observed, "We are interviewing candidates, but they are interviewing us even more."

Needless to say, there is no magic bullet or "easy" button to push. But, by focusing on building or strengthening a mission-driven, inclusive culture that promotes a team approach, your company is more likely to attract and retain the skilled workers you need. Invest in your company and your people and the rewards will follow. [M]

> "Recruitment is marketing. If you are a recruiter nowadays and you and you don't see yourself as a marketer, you're in the wrong profession."

~ Matthew Jeffrey, Global Head of Sourcing and Employment Brand, SAP

7 Reasons Why Workplace Culture is So Important

How important is your organizational culture? Does it really matter to current or prospective employees?

The simple answer is YES! It matters a lot. Organizational culture is hugely important to the success and overall health of your company, your people, and your customers. So, it's critical to invest time to understand your culture and why it is the way it is, and why it's important that it stays that way (or changes).

Take a look at seven reasons why organizational culture is important.

1. It defines your company's internal and external identity

2. Organizational culture is about living your company's core values

3. Your culture can transform employees into advocates (or critics)

4. A strong organizational culture helps you keep your best people

5. A well-functioning culture assists with onboarding

6. Your culture transforms your company into a team

7. Culture impacts performance and employee wellbeing

Source: Jostle Blog – By Corey Moseley

Discover the Future of Security

Attend TMA's 2023 Virtual Mid-Year Meeting

By Julie N. Webber, Vice President of Education and Training, TMA

Don't miss this opportunity to learn from the best in the industry, share ideas, and expand your professional network. Register today online and be a part of the 2023 Virtual Mid-Year Meeting! For teams of 3 or more contact Bryan Ginn at bginn@tma.us to receive a 25% discount. If you can't attend, recorded sessions will be available for six months post event through our Whova platform.

The Virtual Mid-Year Meeting will offer industry leaders the opportunity to explore new technologies and strategies to optimize their businesses. Attendees can look forward to gaining practical knowledge from experienced professionals and networking with peers.

Register now for the TMA Virtual Mid-Year Meeting 2023 to hear industry-leading insights on innovative ways to maximize profitability, collaborate with the media, and secure your business. The three-day virtual event is scheduled from Tuesday, April 18 to Thursday, April 20, with top industry experts discussing different topics to help you take your business to the next level.

Affordable with various options to register for one, two, or all days, take advantage of team pricing to attend sessions designed for everyone to learn about new trends and technologies to optimize your business. Sessions start at 11 AM eastern, break for lunch, and end around 3:30 PM.

This year's Virtual Mid-Year Meeting promises to deliver invaluable insights into the ever-evolving security industry.

Day 1: Collaborate and learn from experts as they discuss topics such as running a profitable service and maintenance business, local media relations, maximizing a multigenerational workforce, and helping your team survive technology.

Day 2: Exchange knowledge with industry leaders about AVS-01 applications, artificial intelligence in monitoring centers, cybersecurity threat assessments, and the differences between monitored video and video monitoring.

Day 3: Connect with security professionals and explore servant leadership, industry trends, home security solutions, non-compete clauses, and a Meet Your Mentor interview with Alan Gillmore, IV, president of Gillmore Security Systems, Inc.

Did you know that teams that train together are more effective and productive in their work?

Ask about our special team registration.

2023 Virtual Mid-Year Meeting Event Schedule

Tuesday, April 18, 2023

Hosts:
Morgan Hertel, President, TMA
Celia Besore, CEO, TMA

11:00 am - 12:05 pm
Welcome

Operations Session #1: Running a Profitable Service and Maintenance Business in 2023

Is your service department profitable? How would you know? With inflation rising, an increase in revenue year over year does not necessarily equate to profitability. In this session we will look at the true burden cost of sending a technician into the field, the ways in which profitability can be measured, whether service calls involving contracts are more profitable than standard T&M calls, and more. Let us help you optimize your ervice department profitability in 2023.

What we'll cover:
- Service Contracts
- Costs of a Service Technician
- T&M Profitability
- Service Contract Profitability
- Service Visit Expectations
- Pricing (within guidelines of Anti-Trust requirements)

Speakers:
Christopher Brady, MBA, CVA
Vice President
TRG Associates, Inc.

Anne E. Terwilliger
Sr. Associate
TRG Associates, Inc.

12:10 pm - 1:00 pm
Operations Session #2: Local Media Relations – the Good, the Bad and the Ugly

Learn best practices on how to engage with the media to manage negative and positive news associated with your monitoring center. Hear from an industry PR pro who used to be a TV reporter and knows how to pitch and kill local news stories.

Objectives:
- Educate members on the importance of engaging with local news media and how it can benefit their businesses
- Present media training guidelines if a member does a local news interview
- Provide a tool kit of tips for getting a story publicized

Speaker:
Bob Tucker
Corporate Affairs Leader
ADT, LLC

1:00 pm - 1:30 pm Lunch Break

1:30 pm - 2:20 pm
Operations Session #3: An Opportunity to Innovate: Maximizing a Multigenerational Workforce

This session will focus on key strategies and practices to accelerate your bottom line by attracting and advancing multiple generations. Commitment to driving change will be better as diversity, equity, and inclusion advances during times of limited experiences, budget constraints, and KPIs.

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

2:25 pm - 3:25 pm
Operations Session #4: Help your Team Survive Technology

As technology enhances automation and automated tasks in the world of professional monitoring, join Stephen Kovacsiss to hear about different ways to keep your operators engaged and excited about technology in the monitoring center. Learn how to help take away the worry of operators concerned that technology is going to replace them. Keep your team focused on the details that matter to improve efficiency and job satisfaction. More etails to come soon on this exciting change management topic geared towards supervisors and managers.

Speaker:
Stephen Kovacsiss
Intrusion Systems Product Management
Bosch Security Systems, LLC

3:25 pm - 3:40 pm
Recap | Open Discussion

Wednesday, April 19, 2023

11:00 am - 12:05 am
Welcome | Technology Session #1: Snapshot: AVS-01 in Action

This session will cover the real-world applications of AVS-01 from the perspective of law enforcement and monitoring centers. Take away actionable advice about how to start your AVS-01 implementation. The panel will share examples of alarm classifications and how to use data points to determine an Alarm Level and operator training resources.

Topic sponsored by the TMA Surveillance and Video Verification Committee

Panelists:
David Holl, Director of Public Safety
Lower Allen Township

Joey Rao-Russell, President & CEO
Kimberlite Corporation dba Sonitrol

Mark McCall, Director of Global Operations,
Immix LLC

12:10 pm - 1:00 pm
Technology Session #2: Applying A.I. in the Monitoring Center in 2023

This technology panel discussion explores evolving artificial intelligence technology and how you can implement the latest A.I. tools in your monitoring center to provide enhanced customer experiences, reduce false alarms and increase operational efficiency. This session, presented by A.I. leaders in the industry, is designed to demonstrate how these technologies are being used today, what's available now and where A.I. is going in the future.

Topic sponsored by the TMA Technology Committee

Moderator:
Steve Coppola, Co-President
Statewide Central Station
Speakers:
James Marcella, Director
Industry Associations
Axis Communications

Do you know the difference between monitored video and video monitoring? Which one is active? passive? How does remote guarding fit in? Understand how intervention can improve monitoring services. The panel will discuss training and answer the question of what, who, and how often. Learn about how perception vs. reality can impact customer expectations.

Topic sponsored by TMA's Surveillance and Video Verification Committee

Moderator:
Wes Usie, President and Owner
Guardian Alarm Systems

Panelists:
Chris Brown, CEO
Immix

Daniel Forrest, CEO
Eyeforce Inc.

Shirhan Humphrey. Technology Executive, MSpace Limited

3:15 pm - 3:30 pm Recap | Open Discussion

Thursday, April 20, 2023

11:00 am - 12:05 pm
Leadership Session #1: On Servant Leadership--What Can We Do For You!

Being a servant leader means that you put your team first, and yourself second. Hear about real-world implementation strategies to help you transform and recalibrate into the servant leader role. It has been proven that because servant leaders regularly engage with their teams, they build stronger working relationships leading to less staff turnover. Take back actionable steps and start serving!

Speaker:
Morgan Hertel
TMA President; VP of Technology and Innovation
Rapid Response Monitoring

12:10 PM - 1:00 PM
Leadership Session #2: Industry Press Roundtable Exchange: What's Next?
Join leaders in our industry press (*SDM, SSI, SSN,* and *Canadian Security* magazines) to hear about the latest trends in the industry and where they see the industry heading.

Roundtable:
Scott Goldfine, Editor in Chief
SSI Magazine

Rodney Bosch, Senior Editor
SDM Magazine

Cory Harris, Editor
SSN Magazine

Neil Sutton, Editor
SP&T News

1:00 pm - 1:30 pm Lunch Break

1:30 pm - 2:20 pm
Leadership Session #3: Home Security Solutions: Growth and Attrition
The residential security market is in a moment of fundamental realignment. Self-install and self-monitoring
system options have expanded the market and resulted in millions of new security households. Consumers are also now experiencing exceptional rises in the cost of living, and high interest rates continue to depress the housing market. This presentation from Parks Associates addresses adoption of security solutions, the ownership experience between pro and DIY systems, reasons for attrition and key purchase trends and triggers.

Speaker:
Elizabeth Parks, President & CMO
Parks Associates

2:25 pm - 3:15 pm
Leadership Session #4: Will Non-Compete Clauses Be No-More?
On January 5, 2023, the Federal Trade Commission (FTC) announced plans to prohibit employers from imposing or enforcing non-compete clauses in agreements with employees and independent contractors, in almost all contexts. Regardless of whether the proposed rule becomes final, it is
representative of the FTC's emphasis on competition in labor markets. Hear from a panel of attorneys who will discuss the pros and cons.

Speakers:
Les Gold, Partner
Law Offices of Mitchell Silberberg & Knupp LLP

Christie Del Rey-Cone, Partner
Law Offices of Mitchell Silberberg & Knupp LLP

3:20 pm - 4:30 pm
Leadership Session #5: Meet Your Mentor - Alan Gillmore | Closing Remarks
Brought to you by TMA's NextGen, we are pleased to bring back our popular virtual meeting series – *Meet Your Mentor*.

This broadcast will feature Alan Gillmore, IV, President of Gillmore Security Systems, Inc. Get to know Alan, a respected TMA leader, in an informal, interview-style format that invites attendees to ask questions and share comments.

Moderators:
Ryan Brady, Associate
TRG Associates, Inc.

Jessica Lambert, Director, Monitoring Operations, General Monitoring Services, Inc.
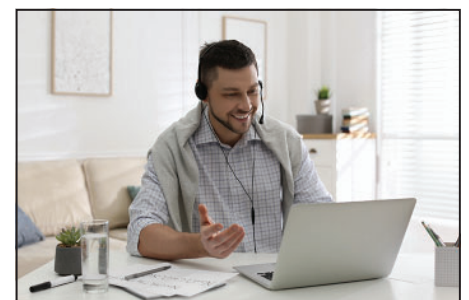
AVS-01 Receives ANSI Approval; ATN-01 Begins

By Glenn Schroeder, Chair, TMA Standards

In January, The Monitoring Association (TMA) Standards Committee received confirmation that its TMA-AVS-01 Alarm Validation Standard had received official ANSI accreditation. Initiated in 2020, this standard provides a method of creating an alarm scoring or classification metric for unauthorized human activity detected by alarm systems that will assist law enforcement with resource allocation and Call-for-Service prioritization.

TMA-AVS-01 establishes standardized methods for calculating an alarm score, or classification level, that results in a repeatable metric that estimates the validity or potential threat level of a burglar alarm activation using historical and real-time data. Once implemented, Call-for-Service to Emergency Communication Centers (ECCs)/Public Safety Answering Points (PSAPs) will include a standardized scoring metric that will assist public safety departments with their alarm response policies.

TMA's goal in standards development is to provide its members and the industry at large with timely and consensus-based standards that address various operational and technology-driven processes executed by today's monitoring centers.

Notification Active Threat Detection Standard Begins

TMA is initiating the development of a new ANSI-proposed standard aimed at developing an efficient means for monitoring centers to provide responding authorities with information that assists with an efficient and safe response to active threats. The standard may also facilitate means to initiate other actions, such as "shelter in place", "wait for further instructions", and notifications via multiple methods. Anita Ostrowski, Vice President of Central Station Services, Vector Security, and David Holl, Director of Public Safety, Lower Allen Township (PA), will serve as co-chairs of the TMA Monitoring Center Notification of Active Threat Standard (TMA-ATN-01) Committee.

As our communities are seeing increasing incidents of violence and new, rapidly evolving detection technologies are being introduced, TMA-ATN-01 is vital for monitoring centers and the public safety community. Monitoring centers are increasingly monitoring shot detection, weapons detection, manual lockdown notification, as well as other innovative threat detecting technologies. Human interaction initiated as part of the alert may indicate an active shooter situation. These detection technologies and subsequent alerts are typically from facilities with high human presence.

When a monitoring center receives electronic notification that one of these systems has been activated, a standardized workflow within monitoring centers is needed to ensure timely and accurate notification to identified entities, such as first responders, employees, students etc.

TMA is actively seeking volunteers for the TMA-ATN-01 Committee. Learn more about this standard and apply for the Committee on TMA's website at https://tma.us/standards/tma-atn-01. ◾

Five Ways to be A Magnet for Talent

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

It's been a rollercoaster as it relates to hiring as we emerge from the pandemic. And as leaders, we recognize our responsibility to innovate and elevate the company brand. Which is why during these turbulent times we must make the value of our company visible to prospective candidates.

Below are five ways to continue to enhance your brand image to attract multigenerational talent.

#1 - Get the Facts, then React

Utilize brand awareness data and social media data along with demographic trends to become more informed about your brand. Uncover what candidates think about your brand. For example, what is your rating on Glassdoor or CareerBliss? How are you asking current employees to share positive experiences about the job in public ways?

#2 - Tweak Your Plan

Review your approach to marketing and communications. Use inclusive language, images, and modify your message to each generation you are trying to reach. And be certain that advertised pay and benefits plus additional job perks are equitable.

> "Would your current staff recommend the company to a friend, family member, or community member?"

#3 - Honor All Voices

Understanding that what your current employees really need and value is key. And their level of engagement in the work impacts success. According to Gallup, only 15% of employees worldwide and 35%in the U.S. fall in the "engaged" category. So, would your current staff recommend the company to a friend, family member, or community member? Flip your concepts about traditional marketing and introduce innovative ideas that include a multigenerational, and where needed, a multilingual focus.

#4 - Strive for An Inclusive Climate and Culture

Maximize and capitalize on your uniqueness. And seek to include the perspectives and assistance of those that can help you better emphasize your commitment to diversity, equity, and inclusion. Overall, organizations thrive when employees feel welcomed, included, valued and respected.

#5 - Boost Up Your Team and Leaders

Introduce a dose of reality mixed with transparency and vulnerability. Survey current employees about their relationship with and effectiveness of managers and supervisors. Managers account for 70% of the variance in team engagement and heavily influence employee wellbeing per Gallup. Listen to other perspectives in team meetings and invite new ideas.

Reach out and spend time in the communities you wish to invite in. How your company becomes known for being a great place to work will build the value and attract new talent. M

2022 Edition of NFPA 72

New requirements for CO detection, alarm detection and more

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

The 2022 edition of NFPA 72, *National Fire Alarm and Signaling Code*, was published in the fall of 2021 featuring new requirements relating to CO detectors, secondary power for communications equipment located at the protected premises, retransmission of subsequent signals by the supervising station, and battery requirements for control units. These new requirements will impact future design, installation and maintenance of fire alarm and signaling systems. Equally important (if not more so), these new requirements will enhance the safety of building occupants.

A change was made to section 17.12 that prohibits duct mounted CO detectors from being used as a substitute for open area CO detectors. This change is needed because at present, there is no performance listing for CO detectors placed in HVAC ducts or plenums, as there is no peer reviewed data to determine what the alarm thresholds should be. The environment inside HVAC ducts is very harsh and will impact the performance of a CO sensing element. Several examples are the impact of air velocity on the CO sensor and the dilution of CO with air inside the duct. Also, many buildings have periods when the HVAC system is not moving significant quantities of air. As a result, the HVAC system cannot be relied upon to transport the carbon monoxide gas to the duct mounted CO detector.

Two changes were made to Chapter 10 that require communications equipment at the protected premises that transmit signals to a supervising station to have enough secondary power to ensure its operation during the loss of the primary power. Section 10.6.7.2.11 requires communications equipment to have 24 hours of standby power during a non-alarm condition and section 10.6.7.2.12 requires the equipment to be able to send signals for 5 minutes after the 24-hour period. There is no problem when the communications equipment is integral to the fire alarm control unit (FACU). That's because the secondary power for the FACU will supply secondary power to the communications equipment. However, it is common for the communications equipment to be in an enclosure that is detached from the fire alarm control unit. These two changes will ensure the alarm, trouble and supervisory signals are able to be transmitted from the protected premises to the supervising station during a power outage, whether the communications equipment is integral to the FACU or is detached from the FACU.

Prior editions of the code require a supervising station to continue retransmitting fire alarm signals to the communication center after the initial signal. Continuing to call the communications center during an active fire emergency adds unnecessary work for the supervising station personnel and can overload the communications center. Therefore, new sections 26.2.1.4.1 and 26.2.1.4.2 were added because the Code does not address what to do when signals continue to be transmitted from the protected premise to the Communications Center. Section 26.2.1.4.1 requires the supervising station to continue retransmitting subsequent signals to the communications center until the

Securing the Smart Home

Extending "Peace of Mind" and Future Proofing Offerings

By Frank Saldana, Research Analyst, Parks Associates

As smart home and security devices continue to grow in adoption and use, issues concerning warranty and data security will continue to arise.

New competition from internet service providers, tech giants, and smart home device manufacturers is growing, with innovation and increasing choices for security solutions helping to advance the market. About one-third of US households have a security system in their home, and the vast majority have interactive services that include connected devices attached to the system. Some consumer segments are shifting demand to less expensive DIY alternatives that forgo some added safety yet still feature a baseline of alerts and other security features. DIY benefits can include lower costs of purchase, installation, and ease of purchasing. Still, many consumers are realizing that their households cannot be fully protected without a professional monitoring service that works in an integrated, complementary manner with DIY hardware.

Trustworthy Company to Access and Manage App Data

US Internet Households Interested in a Single Unified Smart Home Control App

© Parks Associates
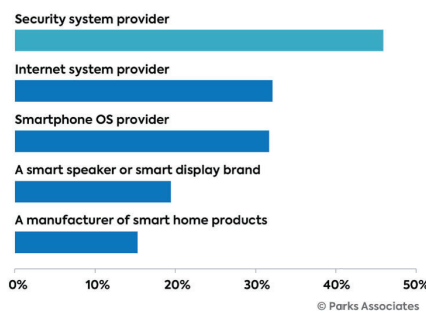
Additional support offerings for these devices will be important, particularly as consumers add more and more devices to their network. These add-on services will entice customers to see new value in monitoring contracts, add stickiness and satisfaction through a bundle, and strengthen brand loyalty.

Security system users desire peace of mind and assurance that their devices will operate seamlessly and securely. Device warranty and privacy protection are valuable add-on services that will bolster confidence in both potential and existing users of smart security systems and devices. Consumers associate security providers with trust, and this trust is a critical advantage to have as consumers look for service providers. They trust security providers to keep their homes and families safe, and this sense of trust extends to the protection of their personal data. Parks Associates tested smart home device owners' interest in using a single unified app to control all smart home devices. Trust is the top reason smart home device owners select a home security provider as their preferred provider of a unified smart home app.

The research firm reveals that 41% of those who select a security provider as their preferred unified app provider selected "I trust them with my data" versus just 25% of those who selected a smart home device manufacturer as their preferred unified app provider.

The level of trust that existing users have in their security provider is a strong indicator that add-on services will boost brand loyalty and overall adoption. Professional

monitoring companies that offer warranty and privacy protections are broadening their offerings and growth opportunities, while still delivering peace-of-mind services consistent with security providers' core value proposition and extending the value of the professional services they already provide.

Smart device owners are demonstrating their interest in warranties in addition to support and protections for their connected devices as add-on services. The research firm reports that 67% of security system owners are interested in a warranty service that replaces or repairs damaged or otherwise inoperable devices, and almost half of the respondents have purchased an extended warranty/device protection service of some kind, up 15% from Q2 2019.

As consumers' privacy concerns are a barrier to smart device adoption, home security providers can offer device protection and data privacy services, enabling them to leverage their skills,

Concerns About Unauthorized Access to Smart Home Products

% Feeling Concerned About Unauthorized Access by...

© Parks Associates

assets, and service relationships with customers. Home security firms are in a strong position to offer personal data privacy and security as an add-on service. Home security owners have assigned a significant level of trust to their security providers to ensure the protection and monitoring of their homes.
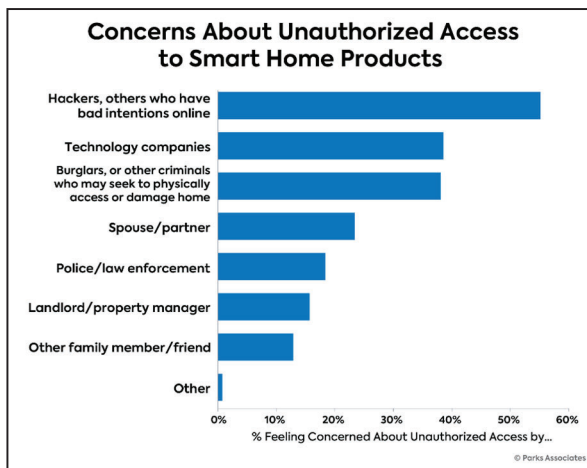
Protecting the digital aspects of home life naturally aligns with the core security value proposition.

For more information, download the complimentary white paper "Protect the Connected Home: Home Security Meets Personal Privacy," developed in partnership with Assurant, which investigates the expansion of peace-of-mind offerings to device protection services. If interested in any of Parks Associates' market reports, primary studies, consumer research, custom research, consultation, workshops, executive conferences, and annual service subscriptions please visit www.ParksAssociates.com. 〽

CEO Q&A
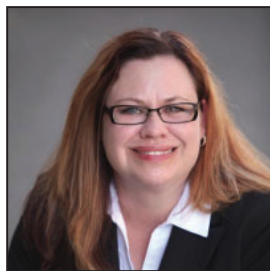
Joey Rao-Russell
President & CEO
Kimberlite Corporation –
Sonitrol/Security First Alarm King
Fresno, CA

I began 21 years ago as our collection/credit manager. During my tenure I've been our contract administrator, customer service rep/mgr, service manager, central station programming and data analyst, design engineer including fire, project manager, operations manager, sales, general manager, regional vice president, COO, & CEO.

What is the scope of your executive role and responsibilities currently?
In my current role I am responsible for the overall success of the company including financial, strategic, and our ESOP. My primary responsibility is the financial health and sustainability of the company. I work to ensure our share prices continue to grow and that we grow the company through a combination of acquisition and organic growth.

Briefly share your company's mission and goals.
Our mission is to build relationships for life by exceeding expectations

Our goals are to provide a superior customer experience through technology to help provide safer communities and peace of mind. Our mission to work with law enforcement to help catch the bad guys is in our DNA as one of our founders was a police officer. Through these goals we strive to give purpose, opportunity and long-term futures to all our team not only through their position but employee ownership as well.

What has been your greatest professional achievement to date?
There are many including helping to lead the change to a 100% employee owned company but my greatest achievement is the relationships with our team and customers. In my 21 years, I have been able to see our team grow and achieve within, as well as help them grow and achieve elsewhere. Nothing makes me happier than to see one of our people grow and succeed. I also value the trust we have built with customers to be their partner in safer communities.

What are some of the most significant challenges facing our industry today and, in your mind, what do companies need to do to succeed?
Human capital is the most significant challenge to our industry. We have not been able to attract the technical talent to help us grow and expand our offerings. This next generation is more transient and invested in purpose. Companies need to pivot and invest to ensure training programs for a faster ramp up to full production. From a recruitment perspective, we need to do a better job of getting the message out that we help provide safety and peace of mind for our communities. Our common mission is to protect the public and law enforcement. We also offer the ability to make a livable wage including growth opportunities without college education or debt requirement.

What advice would you give to a young professional in the security/monitoring industry today?
Though it sounds trite, be true to yourself and follow your passion. Hard work, integrity, and desire will out succeed talent every day! You are only limited by your own desires.

How do you like to spend time outside of work?
I have two passions outside of work—cooking and photography. I love being able to capture inspiration and emotion though photography and the best way to show you care is to prepare and share a meal. M

communications center directs them to stop. Section 26.2.1.4.2 permits the supervising station to suppress subsequent signals for a maximum of one hour when directed by the communications center.

In the 2019 edition of NFPA 72, section 10.6.10.1.1 requires batteries to be marked with the month and year of manufacture using the month/year format. For the 2022 edition of the Code, Effective January 1, 2024, new section 10.6.10.1.3 requires rechargeable batteries be listed or component recognized by a nationally recognized testing laboratory with the fire alarm control unit. This change is needed because in recent years, the energy density and safety of rechargeable batteries has been a concern.

For a more detailed explanation of the changes referenced here, a copy of the 2022, NFPA 72, *National Fire Alarm and Signaling Code*® can be purchased at https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=72 M

Richard Roberts is the Senior Industry Affairs Manager for Honeywell Fire Safety in St. Charles, IL. He can be reached by calling (630) 338-7025 or emailing richard.roberts@system-sensor.com.

The Wireline Report
Latest FCC news impacting your business
By Salvatore Taillefer, Partner, Blooston Law (sta@bloostonlaw.com)

FCC to Vote on Wireless Call Blocking, Expanded STIR/SHAKEN Requirements

At its upcoming Open Meeting, currently scheduled for March 16, the FCC will consider two items that may affect alarm industry members' communications. The first item is a Report and Order that will require all mobile wireless providers to block certain text messages that, in the FCC's words, are "highly likely to be illegal." The second item is the Sixth Report and Order on STIR/SHAKEN, which would require intermediate providers that receive unauthenticated calls directly from domestic originating providers to authenticate those calls.

Wireless Call Blocking

The wireless robocall Report and Order is based on the Notice of Proposed Rulemaking discussed in the December 2022 Wireline Report. It requires mobile wireless providers to block text messages from numbers on a reasonable Do Not Originate (DNO) list. A reasonable DNO list may include only invalid, unallocated, or unused North American Numbering Plan numbers, and numbers for which the subscriber to the number has requested that texts purporting to originate from that number be blocked. There is no one official DNO; wireless providers are allowed to use any DNO that is "reasonable," as discussed. An example is the USTelecom-led Industry Traceback Group's DNO list, known as the ITG DNO Registry.

The Report and Order also attempts to ensure that any erroneous text blocking can be reported to the provider doing the blocking by requiring mobile wireless providers to maintain a single point of contact for texters to report erroneously blocked texts. The FCC expressly declined to set time limits for resolving complaints.

The Further Notice of Proposed Rulemaking proposes to require terminating providers to block texts from a sender after they are on notice from the FCC that the sender is sending illegal texts and, more importantly, proposes to extend the National Do-Not-Call (DNC) Registry's protections to text messages. The NPRM also proposes to ban the practice of obtaining a single consumer consent as grounds for delivering calls and text messages from multiple marketers on subjects beyond the scope of the original consent.

STIR/SHAKEN Requirements for Intermediate Providers

The Sixth Report and Order on STIR/SHAKEN requires intermediate providers that receive unauthenticated calls directly from domestic originating providers to authenticate those calls. An "intermediate provider" is "any entity that carries or processes traffic that traverses or will traverse the public switched telephone network at any point insofar as that entity neither originates nor terminates that traffic."

The Sixth R&O requires intermediate providers that receive unauthenticated Session Initiation Protocol (SIP) calls directly from originating providers to authenticate those calls using STIR/SHAKEN. It also requires all providers, regardless of their STIR/SHAKEN implementation status, to take "reasonable steps" to mitigate illegal robocall traffic and submit a certification and mitigation plan to the Commission's Robocall Mitigation Database. The Sixth Report and Order also prohibits downstream providers from accepting traffic from intermediate providers not listed in the Commission's Robocall Mitigation Database.

The Wireless Report
Next-Gen 911 Update; Ownership Changes

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

FCC to Update Equipment Standards, Including Unlicensed Wireless Devices and Unintentional Radiators

At its March 16 meeting, the FCC will vote on a Report and Order which would incorporate standards that are to be used in the testing of equipment to ensure compliance with FCC rules, such as newer American National Standards Institute (ANSI) and Accredited Standards Committee (ASC) standards. Two are updates to existing standards and two are new standards that would be allowed in addition to standards referenced in existing FCC rules. The new/updated standards cover a variety of areas, such as high spectrum band use; unlicensed wireless devices; unintentional radiators; and standards for testing and calibration laboratories. (ET Docket No. 21-363). Alarm manufacturers should take note of these developments.

Reps. Stefanik, Khanna, and Gallagher

Reintroduce FACT Act

On February 3, Congresswoman Elise Stefanik (R-NY), a senior member of the House Armed Services Committee and a member of the House Permanent Select Committee on Intelligence, Congressman Ro Khanna (D-CA), and Congressman Mike Gallagher (R-WI) reintroduced the bipartisan Foreign Adversary Communications Transparency (FACT) Act. According to a press release, this bill would require the FCC to publish a list of companies who hold FCC authorizations, licenses, or other grants of authority and have any ownership by foreign adversarial governments, including China, Russia, Iran, North Korea, Venezuela, and Cuba. Depending on what further regulatory actions may eventually be taken by Congress and the FCC with regard to Foreign Adversary involvement in licensed wireless services, our clients using commercial radio services for all or part of

their wireless communications needs could be affected.

"I'm working to shine a light on the malign influence of the Chinese Communist Party and our other foreign adversaries," Stefanik said. "Allowing companies owned by China and our other foreign adversaries to have access to our critical infrastructure is playing with fire, and we must have transparency over the influence they can have over the lives of American citizens."

Alarm companies using wireless services and devices being offered by licensees that end up on any list of foreign influenced companies that may be produced if the FACT Act becomes law could eventually have to move away from such service. It may be prudent to at least identify if that possibility exists, and start drawing up contingency plans accordingly.

FCC Adopts Rules That Seek to Spur Innovation in the 4.9 GHz Band, expand Access to Non-Public Safety Users

The FCC adopted a new regulatory framework for the 4.9 GHz (4940-4990 MHz) band, an underutilized resource that had been set aside for public safety entities in 2002 but has been underutilized in the judgement of the FCC. Under-investment in the band was blamed, in part, on the high cost of equipment. The FCC's Seventh Report and Order and Ninth Further Notice of Proposed Rulemaking, establishes a comprehensive and coordinated nationwide approach to managing the band while retaining its locally controlled, public safety nature.

- Management will be centralized in a new nationwide Band Manager.
- The band's status as a locally

controlled public safety band is retained, but the goal is to have more rationalized and coordinated public safety operations on a nationwide level.

- This will enable greater public safety use, including for 5G, and allow the Band Manager to work with public safety licensees to free up new opportunities for expanded use.
- Expanded operations will encompass both primary public safety use and, subject to coordination by the Band Manager, secondary non-public safety use, the latter of which will be subject to preemption by public safety operations.
- The Band Manager will manage leasing to non-public safety entities.

The FCC believes implementing a centralized coordination strategy will provide better information and certainty about existing users and public safety deployments, which in turn will help leverage new technologies, lower equipment costs, attract new users, facilitate effective frequency coordination and interference protection, and promote interoperability.

The Band Manager will be chosen by a selection committee that represents licensees and relevant stakeholders, i.e. the public safety community, and have three primary responsibilities: (1) frequency coordination; (2) incentivizing the use of the latest commercially available technologies, including 5G; and (3) facilitating secondary non-public safety use.

The Ninth Further Notice seeks comment on the details of implementing the Band Manager-facilitated non-public safety leasing model to achieve these goals. Comments will be due 30 days following Federal Register publication with reply comments due 30 days after initial comments.

AICC had filed comments urging alarm companies to access to the 4.9 GHz spectrum due to their quasi-safety status.

The FCC's rulings on the 4.9 GHz band have now created the possibility for alarm companies to operate on this spectrum, and the designation of a single nationwide Band Manager should simplify the application process.

Justice Department to Increase Scrutiny of Corporate Messaging App Policies

On March 3, Reuters reported that the U.S. Justice Department plans to begin examining company policies regarding employees' use of personal cell phones and messaging apps when conducting investigations of corporate crime. The directive was part of remarks made the same day by Kenneth Polite, Assistant Attorney General for the Justice Department's Criminal Division at an American Bar Association conference in Miami.

According to Polite, "In a lot of circumstances, companies simply don't have policies at all in this space. They simply haven't given thought to the challenges that are raised by retaining messages off devices that their employees are dealing with on a regular basis." Reuters' reporter Chris Prentice postulated that this could mean prosecutors will "push for stiffer penalties when negotiating with companies to resolve charges of wrongdoing. But it could also mean lower penalties for some," as Polite also said, "[w]e are looking to reward companies who are being already thoughtful about these kinds of issues." The new directive is reportedly part of a series of Justice Department policy changes.

Given the nature of alarm industry services, alarm companies may want to explore whether they have a policy governing personal device use by employees and contractors, and whether it needs to be updated given recent developments (such as the decision of several government entities to ban the use of Chinese app TikTok due to the perceived threat that sensitive information can be accessed by the Chinese Government).

FCC Initiates Rulemaking to Make 5 GHz License Spectrum Available for Unmanned Drone Use

The FCC has issued a Notice of Proposed Rulemaking ("NPRM") in which it has proposed to allow wireless communications for unmanned aircraft to use the 5030-5091 MHz band, rather than unlicensed and low-power wireless communications as currently permitted. Comments can be submitted through April 10, 2023.

The FCC's NPRM seeks comment on service rules for the 5030-5091 MHz band that would provide unmanned aircraft system ("UAS") operators with access to licensed spectrum with the reliability necessary to support safety-critical UAS communications links. The NPRM also seeks comment on whether the Commission's rules for various flexible-use spectrum bands are sufficient to ensure co-existence of terrestrial mobile operations and UAS use or whether changes to Commission rules are necessary to prevent or mitigate interference and performance concerns. Also, to further promote the safe integration of unmanned aircraft operations in controlled airspace and facilitate flight coordination, the NPRM proposes a process for UAS operators to obtain a license in the aeronautical VHF band to communicate with air traffic control and other aircraft while maintaining the integrity of the band. This NPRM was developed as part of ongoing collaboration with the FAA and NTIA, including within the formal Interdepartment Radio Advisory Committee process.

AICC has monitored UAS developments from the perspective of preventing the use of drones to defeat the security of protected premises and activities, either by surreptitious monitoring or delivery of explosives and other threats. But drones also represent an opportunity for alarm companies to have unmanned tools that can monitor and deliver valuable information about ongoing security situations. Alarm service providers and manufacturers should monitor the FCC's efforts to facilitate drone use, with the dual

goal of urging rules and standards that prevent nefarious use, and encouraging capabilities that will benefit security monitoring and response.

FCC Application Filing Fee Increases Effective Thursday, March 2, 2023

The Communications Act of 1934, as amended requires the FCC to adjust its schedule of application filing fees in every even-numbered year in order to reflect increases and/or decreases in the Consumer Price Index ("CPI") – which, this cycle, reflects an increase of 11.6% in the CPI since the current fee schedule was last adopted in December 2020. As a result, the FCC has adopted a new fee schedule which will raise many, but not all of its various filing fees. The new fee schedule became effective Thursday, March 2, 2023. For most private radio applications, the fee increase is only $10. Alarm companies using licensed spectrum (such as UHF band channels utilized by AES-Intellinet mesh systems) should be aware of the changed application fees. Submission of an incorrect fee with an application for license renewal may interfere with timely renewal of the license; and for an application to build or modify a station within an urgent timetable, submission of an incorrect fee may delay the ability to construct under "conditional temporary authority."

FCC Revised Tower Construction

Revised Schedule of Fees:

Wireless Telecommunications Bureau
Site Based License Applications (including Private Radio)

New Fee, New License, major modification	$105.00
Extension Requests	$ 50.00
Special Temporary Authority (STA)	$105.00
Assignment/Transfer of Control (Initial Call Sign)	$ 50.00
Assignment/Transfer of Control (Additional Call Sign)	$ 35.00
Rule Waiver Request	$425.00
License Renewal	$ 35.00
Spectrum Leasing	$ 35.00

Guidance for Protection of Northern Long-Eared Bat Effective March 31, 2023

On December 2, 2021, the FCC issued initial guidance to the tower industry on the recommended steps for considering the potential effects that proposed antenna structures could have on the range of northern long-eared bats ("Myotis septentrionalis") -- i.e., the geographic area a species is known or believed to occupy. This must be done as part of an applicant's environmental review. The US Fish and Wildlife Service (the "Service") has now issued a final rule which reclassifies this bat as being an "endangered" species rather than merely "threatened." This final Rule will take effect on March 31, 2023, in order to allow the Service to "finalize conservation tools and guidance documents thereby preventing confusion and disruption with other Federal Agencies under section 7 of the [Endangered Species] Act.

Upon the effective date of the new rule, applicants will be required to consult with the Service's resources and the applicant's respective field Service office in order to determine how to proceed with the consultation process for projects that are proposed or in pre-construction status as of the new rule's effective date. In this regard, the FCC has indicated that it will update the tower industry with instructions once the Service provides further information on its final rule and related tools and guidance documents. Alarm companies using towers for their wireless alarm communications should be cognizant of this new requirement.

NENA, NANSA Advocate for NG-911 Funding on the Hill

At this year's 9-1-1 Goes to Washington event, which is put on annually by NENA, the hot topic was legislation funding next-generation 911 (NG-911) deployment. In particular, NENA Chief Executive Officer Brian Fontes, National Association of State 911 Coordinators (NASNA) Executive Director Harriet Rennie-Brown, and Industry Council for Emergency Response Technologies, Inc. (iCERT) Executive Director George Kelemen discussed provisions that failed to make it into omnibus appropriations legislation (HR 2617) that became law in late December that would have provided $15 billion in NG-911 grants from FCC spectrum auctions.

This need for funding was echoed by FCC Commissioner Geoffrey Starks at the 20th Annual NG911 Honor Awards on February 27. There, he said, "Funding is a significant part of the challenge, and while agency grants no doubt have helped, it will take legislation to address the full need, on a nationwide basis. I'm hopeful we secure that victory here in the 118th Congress."

NENA and NASNA representatives also discussed NENA's i3 standard, which has proven a more divisive point within Public Safety Next Generation 9-1-1 as not all member groups recognize the standard.

FirstNet Certified Companies

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

As of March 15, 2023

IQ Certified Companies

TMA is pleased to introduce and recognize the following companies who have become IQ certified as of March 15, 2023.

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

Welcome!

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

LISTED MONITORING

Clearview Securities, Inc.
Knoxville, TN
(865) 637-5555
clearviewtn.com
Joined March 2023

Clearview Security is a locally owned, operated and monitored security company whose team of professionals has been providing integrated security solutions for commercial and residential clients since 1969.

NON-LISTED MONITORING

Calidad Services, Inc.
Stockton, CA
(209) 451-4058
calidadservices.net
Joined December 2022

Calidad Services, Inc. is a security and technology company that takes pride in offering high quality, hands-on, unique & customizable solutions to meet your company's security needs.

Our Founders have put together an amazing team of Law Enforcement and Security and Technology experts to help keep you and your business safe and up to date!

We love to assist in making cities and businesses safer. We are here to make a difference by being great people and making the world a safer place day after day. We are a family-owned security and technology company. We have a 24/7 SOC and low voltage contractor's license. We build our own mobile and solar units as well.

Security Engineers
Birmingham, AL
(205) 251-0566
securityengineersinc.com
Joined January 2023

Since 1993, Security Engineers has been a leader in the private security industry, headquartered in Birmingham, AL with 15 operational locations. Security Engineers provides uniformed security officers and integrated security solutions such as mobile surveillance units, remote monitoring, gunshot detection and background investigations.

Visentry, LLC
Englewood, NJ
(201) 843-0099
https://www.visentry.com/
Joined December 2022

Visentry was founded in 2004 by two security service experts with more than 50 years of combined experience addressing the needs of businesses and government for effective and cost-efficient services for perimeter, asset, data, and critical infrastructure protection.

Building on nearly two decades of experience in providing remote guarding solutions to building managers, Visentry designs custom security solutions for our unique customer property requirements. Whether the property is residential or commercial, we create the plan, and manage the infrastructure that mitigates risk to the client property and valuable assets while reducing overall costs.\We are HQ in Englewood, NJ serving customers all around the US.

We employ on site at our HQ a team of 25-30 security specialists who manage our accounts all around the USA. We have an inhouse IT team, a help desk in servicing our customer base and over 100 subcontractors in various states who install and manage our systems. We are engaged in Video surveillance, Video Analytics (Al), Access control, Voip communication and loT cyber security.

ASSOCIATE

Ajax Systems
Wilmington, DE
ajax.systems
Joined December 2022

Ajax Systems is the largest European manufacturer of professional security systems. The product line consists of over 70 wireless and wired devices for ultimate indoor and outdoor security, as well as products for comfort and productivity. Ajax protects over 1,850,000 people in 169 countries and has become the choice of more than 150,000 security professionals worldwide.

Noonlight
Saint Louis, MO
(314) 620-4157
www.noonlight.com
Joined February 2023

Noonlight combines advanced technology with real humans to protect and comfort people so they can live freely. Launched in 2013 as a mobile application, Noonlight has since grown into a connected safety platform — partnering with products and services to enable modern and affordable

Congratulate TMA's 2023 Five Diamond Designees

The monitoring centers listed below are designated TMA Five Diamond though October 2023. This designation marks a commitment to the highest industry standards.

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

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

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

ADT by Telus
Saint Leonard, QC
www.adt.ca
Full Service Monitoring – Canada
Designated since 08/2007

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

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

Affiliated Monitoring
Houston, TX
www.affiliated.com
Wholesale Monitoring
Designated since 05/2022
New in 2022!

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

Alarm Detection Systems, Inc.
(formerly Safe Systems)
Louisville, CO
www.adsalarm.com
Full Service Monitoring
Designated since 08/2004

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

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

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

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

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

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

Allied Universal Technology Services
Wyoming, MI
www.aus.com
Full Service Monitoring
Designated since 06/2021

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

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

American Electric Power
Columbus, OH
www.aep.com
GSOC Monitoring
Designated since 11/2020

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

A.P.I. Alarm Inc.
Denver, CO
www.apialarm.com
Full Service Monitoring
Designated since 01/2023

A.P.I. Alarm Inc.
Toronto, ON
www.apialarm.com
Full Service Monitoring
Designated since 01/2023

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Kroger Central Alarm Control
Portland, OR
www.kroger.com
GSOC Monitoring
Designated since 07/2

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

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

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

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

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

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

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

NextEra Energy, Inc.
Juno Beach, FL
www.nexteraenergy.com
GSOC Monitoring
Designated since 12/2022
New in 2022!

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

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

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

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

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

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

Retail Business Services
Salisbury, NC
www.aholddelhaize.com
Full Service Monitoring
Designated since 03/2020

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

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

Securitas Electronic Security, Inc.
(formerly known as FE Moran Security Solutions, LLC)
Champaign, IL
www.securitases.com
Full Service Monitoring
Designated since 12/2006

Securitas Electronic Security, Inc.
Charlotte, NC
www.securitases.com
Full Service Monitoring
Designated since 03/2022

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

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

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

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

SecurTek Monitoring Solutions, Inc.
Winnipeg, MB
www.securtek.com
Full Service Monitoring - Canada
Designated since 05/2022
New in 2022!

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

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

Simon Operational Intelligence Center
Indianapolis, IN
Full Service Monitoring
Designated since 01/2020

Sonitrol Great Lakes
Grand Blanc, MI
www.sonitrolverified.com
Full Service Monitoring
Designated since 02/2022
New in 2022!

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

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

Tech Systems Inc.
Buford, GA
www.techsystemsinc.com
Wholesale Monitoring
Designated since 12/2019

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

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

The Las Colinas Association
Irving, TX
www.lascolinas.org
Proprietary Monitoring
Designated since 11/2021

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

Titan Protection
Overland Park, KS
www.tpcsecurity.com
Full Service & Wholesale Monitoring
Designated since 10/2022
New in 2022!

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

New Members, continued from page 31

24/7 professional sensor monitoring, video monitoring, false alarm filtering, and data-rich emergency response via an API. Noonlight's technology works everywhere in the United States and Canada, allowing end users to quickly get help in any situation, without requiring a 911 call or the ability to talk or text. Noonlight was recently acquired by Alarm.com, furthering its vision of automatic safety. It continues to operate as an independent business, with the elite knowledge, benefits, and backing of Alarm.com.

Ubiety Technologies Inc.
Chicago, IL
(212) 300-7693
ubiety.io
Joined March 2023

Ubiety Technologies Inc. is a cutting-edge technology startup whose aim is to create awareness of "who is in an area" based on the wireless devices that people carry with them. "Ubiety" means the quality or state of being in place. It's the abstract quality of being in a position…"WHEREness". Ubiety has developed patented sensor technology and device detection algorithms that can passively listen to Radio Frequency

(RF) signals being broadcasted from all kinds of wireless devices (mobile phones, watches, headphones, laptops, and others), across WiFi, Bluetooth, Cellular, and more. Ubiety then applies their AI engines to expose insights about what physical devices and people are in a given area based on those wireless signals. The applications of this technology are many: home security and home awareness, commercial security, and public safety are just the beginning.

Vaelys
Madrid, Spain
+34 60 595 11 69
vaelsys.com
Joined March 2023

Founded in 2004, Vaelsys is a pioneering company in the use of artificial intelligence algorithms to take advantage of data contained in images and videos. 18 years later, we have become a reference in the European market of video analytics and centralized solutions for Monitoring Stations and Control Centers.

INTERNATIONAL MONITORING
Sorian Technology Corporation
Ho Chi Minh, Vietnam
(737) 444-9922
sorian.vn
Joined March 2023

With the mission of Guard-Protect-Secure, Sorian Technology Corporation is the spearhead company providing state-of-the-art burglary alarm equipment and first-rate Central Monitoring Services to its commercial clients, such as banking facilities, medical centers, luxury department stores, store chains, and high-profile residential clients in Vietnam.

Sorian has always strived to improve and apply the latest technology for security monitoring solutions and provide high-standard services by the best-trained personnel to safeguard the lives and properties of its clients.

Monitoring Center Operator Level 1 Training Graduates

USA and international graduates completed November 1, 2022 to January 31, 2023

Name	Company	Graduated	Name	Company	Graduated
Farhiya Abdi	ADS Security L.P.	2023-01-24	Arlyssa Bryant	Affiliated Monitoring	2022-12-20
Luisa Adere	Vivint, Inc.	2023-01-26	Gasmin Bryant	SimpliSafe Inc.	2022-11-30
Carol Adkins	AlarmWatch	2022-11-26	Tracy Buckles	Fleenor Security System	2022-11-10
Naoufel Adouche	Paladin Technologies (CA)	2022-11-16	Loresha Buggs	Brinks Home Security	2023-01-14
Agustin Aguirre	NextEra Energy / FPL Corporate Security	2023-01-18	Jacouree Bunn	COPS Monitoring - New Jersey	2022-11-25
Abdullahi Ahmed	Brinks Home Security	2022-11-01	Elizabeth Burnham	SimpliSafe Inc.	2022-11-30
Erica Ainsworth	Interface Security	2023-01-17	Arianna Burns	Securitas Electronic Security	2023-01-20
Melissa Allen	United Central Control	2022-11-15	Tasha Bush	ESC Central	2023-01-29
Helen Allen	United Central Control	2022-11-18	Audrianna Cabrera	ADT	2022-12-08
David Alterman	Metrodial Corporation	2022-12-09	Allanna Cadle	National Monitoring Center	2022-11-07
Shantoria Anchrum	Central Station, Inc.	2022-12-14	Jennet Calingasan	API Alarm Inc. (CA)	2022-12-28
Vanna Anderson	COPS Monitoring - New Jersey	2023-01-24	Elizabeth Calvillo	Kings III of America	2022-12-21
Erstella Arrington	CPI Security Systems, Inc.	2023-01-17	Ayannah Campbell	Amalgamated Security Services Ltd. (TT)	2022-12-02
Miriam Arzeta	API Alarm Inc. (CA)	2023-01-03	Toniya Campbell	DMC Security Services, Inc.	2022-12-21
Johnathan Ashley	Guardian Protection Services	2023-01-28	Charisse Campbell	Securitas Electronic Security	2022-11-11
Jacob Ashman	Vivint, Inc	2022-11-30	Kimberly Canales	ADT	2022-12-10
Hannah Ashmead	Federal Response Center	2022-12-22	Nicole Carrion	Allied Universal Technology Services	2022-11-29
Aiden Atwood	ADS Security L.P.	2023-01-29	Jameise Carter	Central Station, Inc.	2022-12-14
Edwina Austin	National Monitoring Center	2023-01-10	Stan Carter	Dynamark Monitoring	2023-01-25
Kenya Baker	COPS Monitoring - New Jersey	2022-11-13	Harrison Case	AZ Security Control	2023-01-26
Austin Baker	COPS Monitoring - New Jersey	2023-01-17	Maria Castaneda	AlarmWatch	2022-12-16
Phoenix Baker	Vivint, Inc.	2023-01-27	Manny Castrejon	National Monitoring Center	2023-01-31
Amanda Balm	API Alarm Inc	2023-01-05	Brenda Castro	CPI Security Systems, Inc.	2023-01-23
Romney Barber	Vivint, Inc.	2023-01-24	Jocelyn Cerda	Interface Security	2022-11-28
Omar Barnes	UAS	2023-01-20	Christian Chakonas	Per Mar Security Services	2022-11-17
Kristina Barron	Comporium SMA Solutions Inc	2022-11-01	Zachary Champion	Avantguard Monitoring Centers	2022-11-07
Benjamin Basaijabaganjana	Telsco Security Systems (CA)	2023-01-27	Daniel Chatman	Interface Security Systems	2023-01-06
Latasha Beard	SimpliSafe Inc.	2022-12-14	Julio Cheng	Statewide Central Station	2022-11-17
Craig Bell	The Church of Jesus Christ of Latter-day Saints	2022-11-09	DeAngel Chisley	Alarm Monitoring Services, Inc.	2023-01-12
Janell Benavidez	API Alarm Inc. (CA)	2022-12-15	Yulim Choi	Vivint, Inc.	2023-01-24
Jeff Bennett	Cen-Signal	2022-11-14	Deloris Cole	ESC Central	2022-11-10
Nick Benway	Tech Systems Inc	2023-01-31	Bruce Collier	AlarmWatch	2022-12-07
Dennis Bible	Security Central	2022-11-09	Larry Collins	CPI Security Systems, Inc.	2023-01-16
Gianfranco Bibolotti	COPS Monitoring - New Jersey	2023-01-01	Christopher Combs	COPS Monitoring - New Jersey	2023-01-25
Amber Bicknell	ESC Central	2023-01-27	Paul Conard	CPI Security Systems, Inc.	2023-01-19
Sage Blackmon	Securitas Electronic Security	2023-01-20	Jamal Coney	Interface Security	2023-01-07
Patricia Blight	Paladin Technologies (CA)	2022-11-21	Rylee Cook	Avantguard Monitoring Centers	2023-01-31
Brandan Bliss	National Monitoring Center	2023-01-31	Tishone Cook	SimpliSafe Inc.	2023-01-11
Jana Boatwright	ESC Central	2023-01-21	Steven Coppola	Statewide Central Station	2022-12-19
Richard Bollinger	Securitas Electronic Security	2022-11-21	Reagan Cosper	ESC Central	2022-11-07
Kamie Boyd	Interface Security	2022-12-09	Matthew Crawford	Operational Intelligence Center	2022-11-17
Candaze Boyland	ESC Central	2023-01-18	Ana Crespo Fernandez	ADT	2022-12-22
Meagan Brisson	COPS Monitoring - New Jersey	2023-01-25	Norrus Cruz	Mutual Central Alarm Services, Inc.	2022-11-03
Rayshard Brown	Alarm Monitoring Services, Inc.	2023-01-06	Terrence Cruz	Mutual Central Alarm Services, Inc.	2022-11-14
Megan Brown	Brinks Home Security	2022-11-05	Miles Cruz	Mutual Central Alarm Services, Inc.	2022-11-25
Jaymond Brown	Life Safety Monitoring, LLC	2022-11-30	Karina Cruz	Ranger American of PR	2022-11-14
Jessica Browning	Securitas Electronic Security	2022-11-28	Samantha Daigle	Huronia Alarms (CA)	2022-12-11
Carlos Brudnicki	Affiliated Monitoring	2022-12-02	Rick Dalessandris	Guardian Protection Services	2022-12-30

Name	Company	Graduated	Name	Company	Graduated
Tomeka Daniel	SimpliSafe Inc.	2023-01-11	Tuwanie Gordon	API Alarm Inc. (CA)	2023-01-06
Abigail Davis	Avantguard Monitoring Centers	2022-12-07	Leilani Gossett	Federal Response Center	2023-01-18
Courtney Davis	Securitas Electronic Security	2022-11-21	Sasha Graham	Avantguard Monitoring Centers	2022-12-07
Monica Davis	SimpliSafe Inc.	2022-11-30	Scarlett Graham	Avantguard Monitoring Centers	2022-12-09
Haylynn Davis-Brown	COPS Monitoring - New Jersey	2022-12-11	Dameion Graham	Dynamark Monitoring	2022-12-19
London Delahunty	Avantguard Monitoring Centers	2022-12-06	Andrew Gray	Global Guardian, LLC	2022-11-07
Nathan Thomas Delong	Alert 360	2022-11-01	Zachary Gray	Vivint, Inc.	2023-01-24
Joi-Breanna Derrick	Affiliated Monitoring	2022-12-04	Jasa Green	Federal Response Center	2023-01-08
Amy DeWees	Security Equipment Inc.	2022-11-11	Trenton Greene	SimpliSafe Inc.	2022-12-02
Sukhi Dhindsa	ADT By Telus (CA)	2023-01-23	Kamal Gupta	Telsco Security Systems (CA)	2023-01-26
De La Cruz Diana	ADT	2023-01-02	Shasta Hall	Dispatch Center, LTD	2022-12-23
Thomas Dickey	Securitas Electronic Security	2023-01-19	Aleiyah Hall	Interface Security	2022-12-29
Brandon Diez	Vivint, Inc.	2023-01-24	Taj Hall	Per Mar Security Services	2022-11-15
Bryan Donohue	Kings III of America	2023-01-24	Christian Hall	Vivint, Inc.	2023-01-25
Luwuana Dulson	National Monitoring Center	2022-11-09	Rasheeda Hampton-Johnson	SimpliSafe Inc.	2023-01-11
Valerie Dumoray	Affiliated Monitoring	2022-12-03	Christian Harmon	ADT	2022-12-31
Jacob Duncan	ADT	2022-12-27	Brittany Harper	Kings III of America	2023-01-20
Natalie Eaton	ADT	2022-12-29	Shannon Harris	United Central Control	2022-11-19
Keith Edwards	SimpliSafe Inc.	2022-11-30	Mary Harvey	Vivint, Inc.	2023-01-25
Colby Eldridge	Avantguard Monitoring Centers	2022-12-08	Abigail Haskell	Vivint, Inc.	2023-01-26
Iesha Elliott	Vivint, Inc	2022-12-05	Alandra Hayes	ADT	2022-12-29
LeRiche Emily	COPS Monitoring - New Jersey	2022-11-24	Michael Heist	COPS Monitoring - New Jersey	2022-12-19
Cory Etbauer	YourSix, LLC	2022-12-22	Barbara Hendren	Fleenor Security Systems	2023-01-19
Carol Evans	ADS Security L.P.	2023-01-30	Rose Hendricks	Vivint, Inc.	2023-01-26
Salima Faasavalu	Avantguard Monitoring Centers	2022-12-08	Jonathan Henry	MSpace Limited (TT)	2023-01-27
Makayla Farley	Avantguard Monitoring Centers	2022-12-07	Walter Henry	National Monitoring Center	2023-01-10
Miyanna Farrier	Securitas Electronic Security	2023-01-19	Damien Her	Vivint, Inc.	2023-01-27
Le'Antyna Felder	National Monitoring Center	2022-11-08	Jose Hernandez	COPS Monitoring - New Jersey	2022-12-29
Ivan Ferrer	Blackline Safety Corp. (CA)	2022-11-16	Antonio Hernandez	NextEra Energy / FPL Corporate Security	2023-01-18
Heath Field	Avantguard Monitoring Centers	2022-11-11	Steve Hetrick	Guardian Protection Services	2022-12-08
Orissa Fletcher	Vancouver Fire & Security (CA)	2022-12-30	Diane Hirsch	Vector EAST	2022-12-19
Rolando Flores	Interface Security	2022-12-02	Starsha Hodges	COPS Monitoring - New Jersey	2023-01-14
Regina Foster	Allied Universal Technology Services	2022-12-14	Kari Hogan	Securitas Electronic Security	2023-01-19
Roxanne Francis	ADT By Telus (CA)	2022-11-25	Ayanna Holmes	Alarm Monitoring Services, Inc.	2023-01-06
Alexis Fraser	National Monitoring Center	2023-01-31	Tameka Howlett	Central Station, Inc.	2022-11-16
Miguel Garza	Avantguard Monitoring Centers	2022-12-08	Teri Hudson	CPI Security Systems, Inc.	2023-01-18
Genesis Gavillan	Ranger American of PR	2022-11-15	Michelle Hudson	National Monitoring Center	2023-01-11
Katlyn Gehlen	Avantguard Monitoring Centers	2022-12-08	Rainey Jefferson	SimpliSafe Inc.	2022-11-30
Chatonna Gentry	Per Mar Security Services	2022-11-27	Matthew Jenkins	Jade Alarm Co.	2023-01-17
Boundreau Gerianna	COPS Monitoring - New Jersey	2022-11-15	Antoeneff Jimenez Figuera	MSpace Limited (TT)	2022-12-02
Nathanael Germain	Vector EAST	2023-01-23	Inho John Choe	Brinks Home Security	2022-11-04
Anthony Giaquinto	Alert Medical Alarms	2022-11-22	Jasmine Johnson	Affiliated Monitoring	2022-12-17
Aaron Gilbert	ESC Central	2022-11-26	Daniya Johnson	COPS Monitoring - New Jersey	2023-01-29
Morgan Gillespie-Morton	ADT	2022-12-28	Brittany Jones	Brinks Home Security	2022-11-15
Taffy Gilman	Per Mar Security Services	2022-11-28	Amire Jones	SimpliSafe Inc.	2023-01-18
Jennifer Gilyard	Guardian Alarm Systems	2022-12-28	Loran Joslin	ADT	2022-12-29
Anna Glushkov	UAS	2023-01-30	Genell Kahey	National Monitoring Center	2023-01-10
Demitrius Goblick	Guardian Protection Services	2022-12-12	Chassity Karahalios	Blue Ridge Monitoring	2023-01-17
Nathaniel Goldberg	Vivint, Inc.	2023-01-24	Sara Keiser	Jade Alarm Co.	2022-12-15
Veronica Gomez	Vivint, Inc.	2023-01-26	Joseph Kelly	Electro Watchman, Inc.	2022-11-11
Enrique Gonzalez	Ranger American of PR	2022-11-13	Brittany Kemp	Securitas Electronic Security	2023-01-19
Justin Goode	SimpliSafe Inc.	2023-01-11	Natasha Kemp	Vivint, Inc.	2023-01-28
Kelis Goode	SimpliSafe Inc.	2023-01-19	Walker Kendrick	ESC Central	2022-11-24
Katie Goodwin	Comtex Technologies / Furlongs Security	2022-12-18	Stormy Kester	Vivint, Inc.	2023-01-24

Name	Company	Graduated	Name	Company	Graduated
Jenna Khashijan	Security Central	2022-11-10	Riley McRae	Avantguard Monitoring Centers	2022-12-09
Larry Kittelson	Guardian Protection Services	2022-12-22	Cy'Lyn McSwain	Securitas Electronic Security	2023-01-19
Lydia Knudson	Costco Wholesale	2022-12-22	Melissa Mejorada	Brinks Home Security	2022-11-07
Marie Koon	Brinks Home Security	2022-11-01	Bernardo Mendez	Kings III of America	2022-11-17
Samantha Laird	First Alarm	2022-11-29	Opal Mercado	COPS Monitoring - New Jersey	2022-11-28
Damarria Lake	DMC Security Services, Inc.	2022-12-27	Derrick Merkerson	Comtex Technologies / Furlongs Security	2022-12-18
Lenise Latson	Securitas Electronic Security	2023-01-19	Dolly Meroney	SimpliSafe Inc.	2023-01-19
Cherokee Law	Hunter Security Inc	2022-11-03	Dyreanna Merriweather	Interface Security Systems	2023-01-11
Shauniece Lee	Kings III of America	2022-11-11	Maymona Mganga	ADS Security L.P.	2023-01-22
Edward Lee	The Aerospace Corporation	2022-12-22	DeAnn Miller	Comtex Technologies / Furlongs Security	2022-12-21
Amber Leeder	Avantguard Monitoring Centers	2022-12-03	Markita Mines	SimpliSafe Inc.	2022-11-30
Kaitlyn Levels	Federal Response Center	2023-01-10	Ebenezer Miranda	Ranger American of PR	2022-11-13
Aaliyah Lewis	Affiliated Monitoring	2022-12-21	Jesus Mojardin	Allied Universal Technology Services	2022-11-01
Yvonne Lewis	Interface Security Systems	2023-01-27	Alexis Monteon	Bay Alarm	2022-11-21
Nicole Leyde	Vivint, Inc	2023-01-27	Keith Montgomery	SimpliSafe Inc.	2022-11-30
Brittany Little	Brinks Home Security	2022-11-01	Lisa Moore	CPI Security Systems, Inc.	2023-01-17
Karsyn Livingston	Bay Alarm	2022-11-16	Anthony Moore	Vivint, Inc	2022-12-01
John Livingston	Global Guardian, LLC	2022-11-01	Alissya Moreno	Vivint, Inc.	2023-01-31
Abby Locke	Per Mar Security Services	2022-11-17	Jordon Morris	SimpliSafe Inc.	2022-11-30
Perla Lomeli	National Monitoring Center	2023-01-31	Aaron Morris	Vivint, Inc.	2023-01-24
Jose Lopez Blanco	ADT	2022-12-30	Julie Mortenson	Vivint, Inc.	2023-01-27
Cory Love	Guardian Protection Services	2022-12-16	Jaida Morton	Interface Security Systems	2023-01-06
Jasmine Love	SimpliSafe Inc.	2022-11-30	Carmen Muboyayi	Blackline Safety Corp. (CA)	2022-11-11
Joseph Lozano	Interface Security	2022-11-08	Amy Muckleroy	Securitas Electronic Security	2022-12-02
Binzay Luke	Securitas Electronic Security	2022-11-29	Reed Muir	Avantguard Monitoring Centers	2022-12-08
Denise Lundy	Security Central	2022-11-10	Kristin Mullins	Security Central	2022-12-29
Darren Ly	ADT By Telus (CA)	2023-01-05	Joygrace Mwangi	Interface Security	2022-12-09
Hannah Macabuhay	API Alarm Inc. (CA)	2023-01-03	Jason Myatt	AlarmWatch	2022-11-22
Janine-Kim Macatiag	API Alarm Inc. (CA)	2023-01-05	Pam Najera	Comtex Technologies / Furlongs Security	2022-12-18
Khaled Madad	API Alarm Inc. (CA)	2023-01-04	Mikay'hu Naphtali	SimpliSafe Inc.	2023-01-11
Jena Magallanes	Avantguard Monitoring Centers	2022-12-08	Kiana Neal	Affiliated Monitoring	2022-11-29
Jacob Majorana	Metrodial Corporation	2022-11-02	Donna Nelson	Vivint, Inc.	2023-01-25
Hermann Manoukou	Paladin Technologies (CA)	2022-11-16	Kyle Nishikido	Life Alert Emergency Response	2022-11-06
Chantelle Manuel	Vivint, Inc	2022-11-30	Venice Ocampo	API Alarm Inc. (CA)	2022-12-29
Arvin Marasigan	API Alarm Inc. (CA)	2022-12-13	Jesse Ogden	Federal Response Center	2022-12-01
Dylan Medina Marchand	ADT By Telus (CA)	2023-01-23	Joseph Oramas	United Central Control	2022-11-25
Jessica Marina	Central Station, Inc.	2022-12-28	Kassandra Ortiz	COPS Monitoring - New Jersey	2023-01-18
Jashay Marshall	COPS Monitoring - New Jersey	2022-11-16	Hermes Ortiz	GM Security Technologies	2023-01-02
Samuel Matekaitis	Alarm Detection Systems, Inc.	2022-12-28	Noyosayi Osaghae	Paladin Technologies (CA)	2023-01-12
Rachel Matsen	AlarmWatch	2022-12-10	Jose Padilla	GM Security Technologies	2023-01-02
Scott Maynes	Security Equipment Inc.	2022-12-09	Bryan Pantoja	ETC Communications	2023-01-25
Jade Mays	COPS Monitoring - New Jersey	2022-12-03	Jade Parham	Securitas Electronic Security	2022-12-02
Victoria Maysonet	Genesis Security Services, Inc.	2022-11-04	Scott Parker	Global Guardian, LLC	2022-11-01
Chatwana McCaskill	National Monitoring Center	2022-11-09	Tai Parker	Securitas Electronic Security	2023-01-28
Jennifer McConnell	Vivint, Inc	2023-01-26	Rodney Patten	COPS Monitoring - New Jersey	2022-12-11
Haylee McCoy	ADS Security L.P.	2023-01-26	Albert Paulino	COPS Monitoring - Texas	2022-11-04
Kiesha Mccoy	ADT	2022-12-30	Janae Payne	Kings III of America	2023-01-20
Sharif McCullough	Mutual Central Alarm Services, Inc.	2022-11-11	Stella Peah	Avantguard Monitoring Centers	2022-12-07
Austin McDowell	CPI Security Systems, Inc.	2023-01-18	Tony Pelkey	Guardian Protection Services	2023-01-10
Allison McGowan	ESC Central	2022-12-27	Roxanne Piernicki	Security Equipment Inc.	2022-11-06
Ashley Mckinstry	ADT	2022-12-30	Sara Pontano	COPS Monitoring-New Jersey	2023-01-07
Ashley McKnight	Avantguard Monitoring Centers	2023-01-26	Asia Poole	Securitas Electronic Security	2023-01-26
Toni Mclean	CPI Security Systems, Inc.	2023-01-20	Layvon Portis	Securitas Electronic Security	2022-11-22
Ariana Mclean	Guardian Protection Services	2022-12-07	Raphael Pothier	ADT By Telus (CA)	2022-12-09

Name	Company	Graduated	Name	Company	Graduated
Jessica Powers	Comporium SMA Solutions Inc	2022-11-01	Ahmed Sohail	Vancouver Fire & Security (CA)	2022-11-21
Diane Pratt	COPS Monitoring - New Jersey	2022-11-09	Alain Solis	API Alarm Inc. (CA)	2022-12-12
Padmini Prettipaul	Vivint, Inc.	2023-01-27	Rosanna Sotomayor	Brinks Home Security	2022-11-05
Denelle Pritchett	Securitas Electronic Security	2022-12-02	Sabra Spears	COPS Monitoring - New Jersey	2023-01-22
Sherry Puckett	SimpliSafe Inc.	2022-11-30	Shontaye Spencer	SimpliSafe Inc.	2022-11-30
Wayne Pugh	SimpliSafe Inc.	2022-11-30	Sean Stevenson	Security Engineers, Inc.	2022-12-27
Veronica Quintero	AlarmWatch	2022-12-05	Devin Stoddard	Avantguard Monitoring Centers	2022-11-07
Susan Quiroz	Brinks Home Security	2022-11-05	Logan Sunderland	Avantguard Monitoring Centers	2022-12-06
Emma Ramos	Brinks Home Security	2023-01-14	Joe Sutton	Guardian Protection Services	2022-12-02
Emily Ramos	GM Security Technologies	2023-01-02	Jamaal Swain	SimpliSafe Inc.	2022-11-30
Andrea Rautio	Vivint, Inc.	2023-01-28	Mackenzie Taylor	COPS Monitoring - New Jersey	2023-01-18
Matthew Ray	Alarm Monitoring Services, Inc.	2023-01-09	Bryanah Taylor	Dispatch Center, LTD	2022-11-02
Tonisha Redmond	Interface Security Systems	2023-01-20	Destiny Taylor	Securitas Electronic Security	2023-01-19
Ayaana Reeves	COPS Monitoring - New Jersey	2022-11-07	Hanna Taylor	Titan Monitoring	2022-12-11
Ruth Reyes	Ranger American of PR	2022-11-14	Mariah Teeters	Vivint, Inc.	2023-01-26
Ramon Reynaud	Blackline Safety Corp. (CA)	2022-11-11	David Tepper	National Monitoring Center	2022-11-08
Gabrielle Riettie	Affiliated Monitoring	2022-12-26	Ria Terry	Interface Security Systems	2023-01-06
Marlon Rivera	Vivint, Inc.	2023-01-24	Zora Thomas	SimpliSafe Inc.	2023-01-11
Nancy Roberts	Brinks Home Security	2023-01-15	Cabresha Thompson	Brinks Home Security	2023-01-13
Jailen Robertson	CPI Security Systems, Inc.	2023-01-25	Candra Thompson	COPS Monitoring - New Jersey	2022-12-05
Deleeza Robinson	Kings III of America	2022-11-17	Tyrell Thompson	SimpliSafe Inc.	2023-01-18
De'Aija Robinson	Securitas Electronic Security	2022-12-05	Rebecca Tobin	Interface Security Systems	2023-01-09
Auvious Robinson	Vivint, Inc.	2023-01-26	Jordan Todd	Avantguard Monitoring Centers	2022-12-09
Jocelyn Rodriguez	COPS Monitoring - New Jersey	2022-11-25	Paia Toeava	The Church of Jesus Christ of Latter-day Saints	2022-12-08
Yoana Rodriguez	COPS Monitoring- New Jersey	2023-01-17	Jose Torres	Ranger American of PR	2022-11-13
Michelle Rojas	Ranger American of PR	2022-11-13	Melody Torres	SimpliSafe Inc.	2022-12-02
Mik Roll	Dynamark Monitoring	2022-12-30	Lauren Toussaint-Morgan	Amalgamated Security Services Ltd. (TT)	2022-11-29
Raisa Ruiz	Ranger American of PR	2022-11-14	Sakeenah Townes	Cen-Signal	2022-11-15
Johnesha Russell	Interface Security Systems	2023-01-11	Tre' Townes	Securitas Electronic Security	2023-01-20
heather ryals	Brinks Home Security	2022-12-16	Andrae Treleven	API Alarm Inc. (CA)	2023-01-11
Jim Salisbury	Guardian Protection Services	2023-01-03	Tamika Trent	SimpliSafe Inc.	2022-11-30
Victoria Sanchez	National Monitoring Center	2022-11-09	Ketsia Tshienda	Blackline Safety Corp. (CA)	2022-12-05
Karanbir Sandhu	Paladin Technologies (CA)	2022-11-21	Chadwick Turner	Avantguard Monitoring Centers	2022-12-07
Antonio Santimarino	Securitas Electronic Security	2022-11-21	Candice Turner	ESC Central	2023-01-31
Daouda Saumaoro	Westex Security Services, Inc.	2022-11-04	Austin Turner	UAS	2023-01-31
Khalia Saunders	SimpliSafe Inc.	2022-11-30	Caroyln Turner	Vancouver Fire & Security (CA)	2022-11-18
Hannah Sawaya	Avantguard Monitoring Centers	2022-12-09	India Tyler	SimpliSafe Inc.	2022-11-30
Charlene Saylor	Dynamark Monitoring	2022-11-07	DeVonn Tyson	Mutual Central Alarm Services, Inc.	2022-12-07
Trista Schaeffer	Telsco Security Systems (CA)	2023-01-24	Gianna Urbani	COPS Monitoring-New Jersey	2022-12-20
Kristen Scherrer	Alert 360	2023-01-20	Angel Valentin	Allied Universal Technology Services	2022-11-16
Dylan Schreiber	Avantguard Monitoring Centers	2022-12-07	Susan Valero	Peak Alarm Company	2022-12-21
Pamela Scott	ADT	2022-12-08	Michelle Vallant	Blackline Safety Corp. (CA)	2022-11-14
Davyell Scott	SimpliSafe Inc.	2023-01-18	Quinn Van Der Goore	Securitas Electronic Security	2023-01-19
Sabrina Sedlbauer	Vancouver Fire & Security (CA)	2022-11-18	Jordan Vansant	ETC Communications	2023-01-27
Asueru Semeatu	Vivint, Inc.	2023-01-25	Melissa Vasquez	Interface Security	2022-11-10
Roland Shaw	First Alarm	2023-01-14	Norma Velez	Ranger American of PR	2022-11-14
Dustin Sheffield	Per Mar Security Services	2022-11-23	Brandon Villalobos	Alarm Detection Systems, Inc.	2022-11-30
Jasz Shelton	SimpliSafe Inc.	2023-01-11	Anthony Villani	COPS Monitoring - New Jersey	2022-11-30
Jessica Shortt	Avantguard Monitoring Centers	2022-11-08	Belen Villatoro	Brinks Home Security	2022-11-04
Rishawn Simmons	CPI Security Systems, Inc.	2023-01-18	Brittney Waddell	ESC Central	2023-01-31
Gage Smith	Avantguard Monitoring Centers	2022-11-12	Travis Waldon	Comtex Technologies / Furlongs Security	2022-12-22
DJ Smith	CPI Security	2023-01-18	Makebra Walker	Securitas Electronic Security	2023-01-19
Cameron Smith	Securitas Electronic Security	2022-12-22	Dontasia Walker	Securitas Electronic Security	2023-01-20
Austin Soeder	Blue Ridge Monitoring	2023-01-20	Suzan Wallace	ADS Security L.P.	2023-01-27

Name	Company	Graduated
Tatyana Wallace	Affiliated Monitoring	2022-12-01
Caitlyn Waller	Interface Security Systems	2023-01-27
Lori Warran	Paladin Technologies (CA)	2022-11-12
Eric Warren	SimpliSafe Inc.	2023-01-19
Joseph Watkins	Avantguard Monitoring Centers	2022-12-07
Kyle Watters	National Monitoring Center	2023-01-31
Lynette Webb	AlarmWatch	2022-12-19
Samuel Weber	SimpliSafe Inc.	2023-01-10
Tiere Weems	Securitas Electronic Security	2022-11-21
Kourtney Wells	SimpliSafe Inc.	2022-11-30
Adrianna Wells	Engineered Protection Systems, Inc.	2022-12-15
Amanda Wentzell	Paladin Technologies (CA)	2022-11-25
Cameron Wethly	CPI Security Systems, Inc.	2023-01-22
John White	Cen-Signal	2022-11-16
Alisha White	Alert 360	2022-12-20
Megan Wierzchowski	Life Safety Monitoring, LLC	2022-11-22
Matthew Wiklund	Costco Wholesale	2022-11-30
Mason Wilberg	Vivint, Inc.	2023-01-24
Makayla Wilkins	Interface Security Systems	2023-01-06
Cadrina Williams	Brinks Home Security	2022-11-05
Roselea Williams	Cen-Signal	2022-11-16
Elizabeth Williams	National Monitoring Center	2023-01-10
D'Omini Williams	SimpliSafe Inc.	2022-11-08
Victoria Wilson	ADT	2022-12-07

Name	Company	Graduated
Briona Wilson	Allied Universal Technology Services	2023-01-10
Michelle Wilson	Guardian Protection Services	2022-12-30
Anthony Wilson, Jr	National Monitoring Center	2023-01-31
Clara Wooden	National Monitoring Center	2023-01-10
Shellia Wright	SimpliSafe Inc.	2022-11-30
Julia Xiong	Vivint, Inc.	2023-01-27
Matt Yeomans	National Monitoring Center	2023-01-31
Jon'nae Young	Central Station, Inc.	2022-11-15
Simone Young	SimpliSafe Inc.	2023-01-11
Austin Zeglin	Vivint, Inc.	2023-01-26

Operator Level 2
Training Graduates

Name	Company	Graduated	Name	Company	Graduated
Robin Adamson	Securitas Electronic Security	2022-11-30	Joanne Johnston	Life Safety Monitoring, LLC	2022-12-27
Kamalani Aona	Securitas Electronic Security	2022-12-19	Jake Johnston	The Church of Jesus Christ of Latter-day Saints	2022-11-04
Katharine Arms	Securitas Electronic Security	2022-11-08	John Kitchen	Securitas Electronic Security	2022-12-12
Shane Bangerter	The Church of Jesus Christ of Latter-day Saints	2022-11-24	Alan Kosakowski	NextEra Energy / FPL Corporate Security	2022-12-04
Craig Bell	The Church of Jesus Christ of Latter-day Saints	2022-11-28	Richard Lindsey	NextEra Energy / FPL Corporate Security	2022-12-06
Chad Bolden	Securitas Electronic Security	2022-12-28	Abby Locke	Per Mar Security Services	2023-01-13
Jason Bradley	Guardian Protection Services	2022-12-26	Charlie Martinez	The Church of Jesus Christ of Latter-day Saints	2022-12-11
Brien Briggs	NextEra Energy / FPL Corporate Security	2022-12-11	Victoria Maysonet	Genesis Security Services, Inc.	2022-11-04
Tracy Buckles	Fleenor Security System	2022-11-11	Armstrong Mbi-Atem	Paladin Technologies (CA)	2023-01-13
Morgan Burchett	Fleenor Security System	2022-11-03	Carol Mellon	Securitas Electronic Security	2022-12-03
Novia Chudha	Bay Alarm	2022-12-06	Ebenezer Miranda	Ranger American of PR	2022-12-17
Connor Clatterbuck	Securitas Electronic Security	2022-12-05	Patricia Newton	Paladin Security Group (CA)	2023-01-01
David Cluff	The Church of Jesus Christ of Latter-day Saints	2022-12-03	Grant Omer	The Church of Jesus Christ of Latter-day Saints	2022-11-23
Jazmin Conwell	Tech Systems Inc	2022-11-01	Lance Pickard	Securitas Electronic Security	2022-12-01
Matthew Crawford	Operational Intelligence Center	2022-11-28	Julia Pierce	Fleenor Security System	2022-11-05
Karina Cruz	Ranger American of PR	2022-12-16	Jay Pinkerton	The Church of Jesus Christ of Latter-day Saints	2022-11-29
Kobie Davis	American Electric Power Security Operations Ctr.	2023-01-09	Mike Pusatere	Fleenor Security System	2022-11-12
Scott Douglas	NextEra Energy / FPL Corporate Security	2022-12-11	Dana Reffner	Life Safety Monitoring, LLC	2023-01-04
Perry Foster	Life Safety Monitoring, LLC	2022-12-28	Ruth Reyes	Ranger American of PR	2022-12-16
Hannah Galve	Vancouver Fire & Security (CA)	2022-11-19	Jennifer Rice	Bay Alarm	2023-01-28
Genesis Gavillan	Ranger American of PR	2023-01-05	Michelle Rojas	Ranger American of PR	2022-11-17
Anthony Giaquinto	Alert Medical Alarms	2022-12-02	Raisa Ruiz	Ranger American of PR	2022-12-16
Rattandeep Gill	Paladin Technologies (CA)	2022-11-14	Daouda Saumaoro	Westex Security Services, Inc.	2022-11-06
Taffy Gilman	Per Mar Security Services	2023-01-20	Jared Starr	The Church of Jesus Christ of Latter-day Saints	2022-11-09
Sacha Giraudy	NextEra Energy / FPL Corporate Security	2022-12-25	Stacey Stevens	Gillmore Security Systems Inc.	2022-12-13
Enrique Gonzalez	Ranger American of PR	2022-12-16	Amber Terry	LDS Church	2022-11-09
Nelson Gray	Quick Response Monitoring	2023-01-14	Arthur Thomas	NextEra Energy / FPL Corporate Security	2022-12-28
Casey Haight	The Church of Jesus Christ of Latter-day Saints	2022-11-18	Paia Toeava	The Church of Jesus Christ of Latter-day Saints	2022-12-13
Kyle Hallows	KINGS III	2022-11-30	Jose Torres	Ranger American of PR	2022-12-17
Heather Harrison	Fleenor Security Systems	2022-11-05	Norma Velez	Ranger American of PR	2022-12-16
Barbara Hendren	Fleenor Security Systems	2023-01-20	Tyler Williams	Kings III of America	2022-11-29
Ryan Hunkiar	NextEra Energy / FPL Corporate Security	2022-12-18	Jack Wiltbank	The Church of Jesus Christ of Latter-day Saints	2022-12-05

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TMA's ASAP-to-PSAP Reaches 125

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125 ASAP Active PSAPs (As of April 12, 2023)

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Morgan County
Talladega County

Arkansas
Little Rock

Arizona
Chandler
Paradise Valley
Phoenix
Tempe
Tucson

California
City of Riverside

Colorado
City & County of Denver
Jefferson County

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

Georgia
Alpharetta
Atlanta
Augusta/Richmond
Dekalb County

Indiana
City of Lawrence
Hendricks County
Indianapolis/Marion County

Kentucky
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Dakota County
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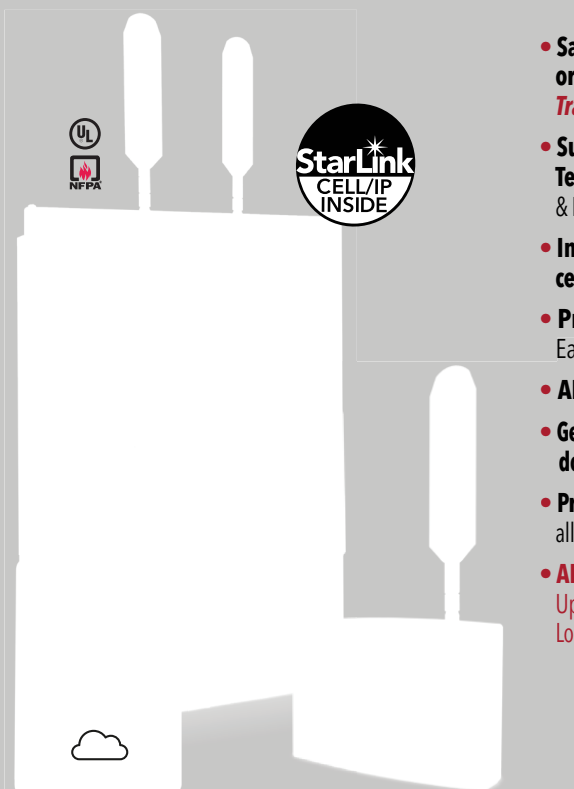Dane County
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