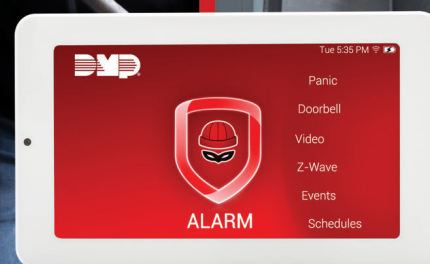WINTER 2023 | WWW.TMA.US

DISPATCH

A PUBLICATION OF THE MONITORING ASSOCIATION
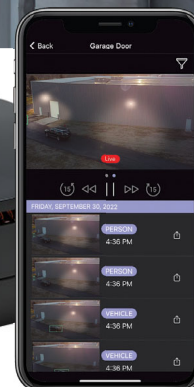
2023

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Where did 2023 go?

Another year for the history books... TMA started the year off with a BANG! The January release of its groundbreaking, ANSI-accredited standard, Alarm Validation Scoring Standard [ANSI/TMA-AVS-01], introduced a whole new way for monitoring centers to communicate threat levels to the ECCs. By the end of 2023, TMA's ASAP-to-PSAP service is expected to reach 15% of the US population--that's over 50,000,000 people nationwide!

These are just two of the many achievements that you'll read about in this issue's cover story. The year reaffirmed once again - success takes a village!

DEPARTMENTS

12 GUEST

This issue's Guest Column is authored by one of TMA's newest members - PureTech Systems. The article takes a close-up look at the potential that AI/ machine learning and video can bring to the monitoring industry, It definitely offers food for thought!

13 RESEARCH

How much data are consumers willing to share? Parks and Associates quarterly column shares the results of their recent data security studies. The implications of data security are even more critical when applied to biometric data. According to Parks, consumers are right to be apprehensive.

Mark your calendars now for TMA's 2024 Meetings:

Mid-Year Meeting
Virtual
April 22-24

Annual Meeting
In-person
St. Thomas,
U.S. Virgin Islands
October 5-9

OPSTech
Hybrid
November TBD

IN EVERY ISSUE

Introducing TMA's New President Steve Butkovich

Hello everyone!

As TMA's newest President, I'd like to introduce myself, most especially to those of you who may not know me, and to share my insights into the coming year.

First, I invite you all to get involved and take advantage of the educational services, conferences, webinars, and networking opportunities that TMA has to offer. We exist to serve you and your organization, and I personally want to know how we can improve to better serve our members.

To share a bit about me, I've been a long-time supporter of TMA, serving on our Board of Directors and the Technology Committee, which I co-chaired for many years with Sascha Kylau. I've also participated in Education and Standards work over my time with TMA. I'm currently the Chief Product Officer at CPI Security Systems. I have grown through twenty-plus years in the industry with CPI, managing Central Station Operations, Customer Care Operations, Field Service Operations, Information Technology, and Product Management.

I want to thank Morgan Hertel, our past president, for his leadership during his service, as well as his mentorship to prepare me for this new role. His ongoing commitment to TMA is appreciated and I know I'll rely on him regularly. His leadership has been foundational to TMA's focus on standards and sets a course for TMA that I'm embracing as we look ahead.

Our TMA staff, led by Celia Besore, has a lot to be proud of in 2023. Their hard work and dedication made it possible for TMA to execute many committee initiatives throughout the year. The accomplishments are too many to list, but I am so impressed by what we were able to accomplish with our volunteers working together with TMA staff. I want to thank Celia and the staff for organizing and executing an amazing Annual Meeting a few weeks ago in Maui. Our sessions were world class and the scheduled events, community service event, and networking opportunities provided a great experience while attending.

TMA is fortunate to have the support of the industry and sponsors that drive the success of our events. We are tremendously grateful for our sponsors' support and will be pursuing ongoing efforts to increase member engagement with our sponsors.

As I look ahead to 2024 and 2025, we have a lot of important work to accomplish as an association.

Much of it started years ago and is coming to fruition today. The ANSI/TMA-AVS-01 Alarm Validation Scoring Standard (AVS-01) is groundbreaking for our industry in that it provides a way for public safety to best use its resources, as well as improve situational analysis. ASAP-to-PSAP has been continually evolving and growing with implementations across monitoring centers and ECCs. It's time now to evangelize and implement these two key technologies in the coming years.

The AVS-01 standard was approved in early 2023 and training is in development for central station operators. Online training developed by PPVAR in collaboration with TMA for emergency call center (ECC) operators and first responders is now available. Ask your team or monitoring provider what they're doing in preparation to implement the new alarm scoring for your customers. I encourage you to get busy early, as many larger monitoring centers are already running pilots in markets across the US.

The same goals to evangelize and implement applies to ASAP- to-PSAP. We have a goal to be able to provide electronic dispatch to serve 80% of U.S. population by 2028. This technology saves monitoring center and ECC operator time in dispatch processing by up to two minutes per dispatch! This is technology that saves lives and is core to our industry. More and more jurisdictions are being added monthly and I encourage you to stay updated on the service on TMA's website as to the onboarding list of ECCs for the key markets you serve. We all have a role to promote the use of this technology by educating our partner ECCs, working with automation providers to expand capabilities, and testing and implementing new jurisdictions as they become available.

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

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Morgan Hertel

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

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Mik Cox, CTO mik.cox@ubiety.io
Nacho Andrade, CPO nacho.andrade@ubiety.io

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We All Have a Role

I recently listened to parts of a keynote by the Honorable Sue Gordon, former Principal Deputy Director of National Intelligence, at November's International Security Foundation Dinner celebrating the U.S. Department of State's Overseas Security Advisory Council (OSAC). The International Security Foundation (ISF) helps protect United States citizens and interests at home and abroad through education, information sharing and the funding of security-related organizations. The Foundation was established by OSAC, which keeps Diplomatic Security Service representatives connected with private-sector security professionals from U.S. organizations operating abroad for ongoing threat awareness and crisis support.

In her remarks, she mentioned how we are in a fraught moment with all the challenges the world is experiencing. She pointed out that the world is "marked by ubiquitous technology" and that the ones who can harness that technology the fastest will own the future, while others will struggle to catch up.

She pointed out that regardless of the jobs people in the audience do, in a way everyone in the room was a national security decision maker. While her remarks were addressed to people who keep our nation safe from threats abroad, it got me reflecting on the role that our industry and all of us also play in keeping our nation safe.

> "Do not be dismayed by the brokenness of the world. All things break. And all things can be mended. Not with time, as they say, but with intention. So go … The broken world waits in darkness for the light that is you."
>
> ~ L.R. Knost

I see the electronic security industry, and especially the monitoring side of the industry, as an early warning system. Our operators are many times the first ones to realize that something is wrong. Some of our members monitor sensitive U.S. security facilities; others protect our infrastructure. I am sure you are familiar with the Department of Homeland Security's "If You See Something, Say Something®." Even when you are protecting a commercial account such as a bank, a hospital or even a residence, you are doing your part in keeping our citizens safe. You are seeing something and saying something to public safety. Unfortunately, we all have seen how sometimes the most innocent looking situations can have broad implications in society. As Ms. Gordon said, "our actions matter."

While your job may be security monitoring, you're also a participant in the nation's national security. As we come to the end of the year, let's reflect on what our industry and our operators do every day to keep the world safe!

As William M. Jeffers, former President, Union Pacific Railroad Co. said in *1946* "Safety (and security – Ed.) applies with equal force to the individual, to the family, to the employer, to the state, the nation and to international affairs. Safety, in its widest sense, concerns the happiness, contentment and freedom of mankind."

Despite the gloomy outlook expressed above, the Honorable Sue Gordon ended with an upbeat quote by L.R. Knost: "Do not be dismayed by the brokenness of the world. All things break. And all things can be mended. Not with time, as they say, but with intention. So go … The broken world waits in darkness for the light that is you."

Happy holidays, M

We are working to provide more tools and training to make adopting and promoting ASAP-to-PSAP even easier.

There is so much to be excited about in our industry. Please know, I look positively at the growth and evolution of the monitoring industry. We see continued growth and expansion in video, and in the GSOC segments of our industry that will bring new membership and expanded capabilities to our monitoring centers. This growth is being driven by advances in many technologies from our valued manufacturers and service providers including advancements in cellular, AI, cyber, video, presence, and automation technologies.

Thank you for the honor and trust to lead TMA. I'm looking forward to our future growth and success! 〽

Be sure to stop and enjoy some special moments with your family and friends this holiday season...

We look forward to reconnecting in the New Year!

Celia, Julie, Bryan, Illeny, Leigh, Keely, and Karen

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: Steve Butkovich, Charlotte, NC

Vice President: Alan Gilmore IV, Cleveland, OH

Vice President: Wes Usie, Shreveport, LA

Vice President: Daniel Oppenheim, Union, NJ

Secretary: Justin Bailey, Ogden, UT

Treasurer: Shannon Woodman, Seattle, WA

Immediate Past President: Morgan Hertel, Corona, CA

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Julie N. Webber

Director of Membership and Programs
Illeny Maaza

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Leigh A. McGuire

Director of Meetings
Keely Anderson

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2023

It's that time of the year...you know the one when we're each asked to check our lists twice to see if our goals were met. For many of us, the bottom line tells the tale.

Some weeks ago, in preparation for the fall General Business Meeting, which took place at the 2024 Annual Meeting, TMA's team began to take a closer look at the year's initiatives, goals, and strategic priorities. From ASAP-to-PSAP and standards to education and programs, 2023 proved to be a good year. There is much for the TMA community to celebrate.

The year opened with the release of the newly ANSI-accredited TMA Alarm Validation Scoring standard (TMA-AVS-01). The groundbreaking standard provides a method of creating an alarm scoring or classification metric for unauthorized human activity detected by alarm systems. The alarm scoring will assist law enforcement with

resource allocation and Call-for-Service prioritization.

As the year draws to a close, several TMA member monitoring centers have embraced the new standard and implemented it into their standard operations. TMA and PPVAR are working together to orient law enforcement and Emergency Communications Centers (ECCs) to the new scoring standard.

On the heels of the TMA-AVS-01 release, a call for participants for the next ANSI-proposed standard was announced in February. As monitoring centers are increasingly monitoring shot detection, weapons detection, and manual lock down notification systems, as well as

The **2023 TMA/SSI Marvel Award**, in partnership with *Security Sales and Integration* magazine (SSI) was awarded to National Monitoring Center (NMC).

The **2023 TMA/SDM Excellence Awards** drew a combination of entries from small-to-medium and enterprise-sized member companies. 2023 winners are:

- Monitoring Center of the Year – Enterprise: **CPI Security**

- Monitoring Center of the Year – SMB: **Statewide Security**

- Monitoring Center Manager of the Year: **Fiore Ayala, Rapid Response Monitoring**

- Monitoring Center Operator of the Year: **Samantha Marzili, COPS Monitoring**

- Monitoring Center Support Person of the Year: **Brian DeCarlo, Rapid Response Monitoring**

other innovative threat technologies today, a standardized workflow is needed to assure timely and accurate notification to various entities. This standard will develop an efficient means for the monitoring center to provide responding authorities with information that assists with an efficient and safe response.

The ASAP-to-PSAP service realized record growth this year! With the addition of new implementation team members, TMA was in a position to accelerate their work with ECCs across the U.S.

TMA re-established its Government Relations and Compliance Committees in 2023. As the impact of state and federal legislative and regulatory actions on monitoring companies increased, it became a priority for TMA to take an active role in defense of its member businesses. Right-to-Repair, S.H.A.F.T, and telecommunications shifts are just three of the issues these new committees are focusing on.

It was wonderful to see so many members at TMA's 2023 meetings! Whether via Zoom for the Mid-Year Meeting or in-person and Zoom at OPSTech at Acadian Monitoring in Lafayette, LA, and/or the Annual Meeting in Maui, Hawaii, the exchange of best practices and network building was invaluable. Session topics covered business development best practices, cybersecurity, media relations, legal affairs, tech advancements, and notable leadership and industry trends.

Additional highlights of 2023 advancements are featured in the colored boxes to the right.

Our achievements are your achievements. It is only with the contributions of TMA members that these initiatives have come to fruition, offering the monitoring industry new efficiencies and higher levels of effectiveness. The goal, as always, is to protect life, property, and information.

Thank you for investing your knowledge, experience, talents, and abilities. If you'd like to join a TMA committee the New Year, reach out to TMA staff at **membership@tma.us** to discuss your areas of interest.

We look forward to another great year in 2024! M

ASAP-to-PSAP

The ASAP-to-PSAP service continues its rapid growth this year, with 139 active ECCs and plans to reach 140 by year-end. A total of 22 new ECCs went live in 2023. ASAP now covers over 15% of the US population, that's over 52,000,000 people nationwide!

Eighty percent of the alarms in the U.S. are monitored by ASAP-to-PSAP-enabled monitoring centers. The goal is to have 80% of the population by 2028.

EDUCATION

A comprehensive upgrade of TMATraining.org has streamlined the process for training managers to bulk-purchase courses, monitor student progress, and navigate the electronic catalog, further enhanced by partnership with The CMOOR Group to provide TMA members with discounted access to a state licensing tracking tool. TMA is elevating alarm response education by developing three AVS-01 operator training modules, launching a dedicated domain, and publishing an influential white paper to drive industry collaboration and encourage adoption of the AVS-01 standard.

STANDARDS

The TMA Alarm Validation Scoring Standards (ANSI/TMA-AVS-01) was released in January 2023. In that same month, TMA submitted and received approval from ANSI to initiate the development of a new standard - TMA-ATN-01 Monitoring Center Notification of Active Threat Detection. A committee was formed in May and meetings began in June. Data is being compiled and analyzed to build the content of the standard.

Also in May, ANSI approved TMA's Continuous Maintenance Request. This allows TMA to update ANSI/TMA-AVS-01 and ANSI/TMA-CS-V-01 at any point in time.

MORE...

TMA launched the **Louis T. Fiore Electronic Communications Scholarship** in late 2022 to honor Mr. Fiore's enduring contribution to the alarm industry and the Alarm Industry Communications Committee (AICC). The scholarship is intended to promote careers in electronic communications. TMA announce the first awardee, Destini Spain, at the 2023 Annual Meeting.

TMA continues to issue certificates for the **FirstNet National Public Safety Broadband Network** (NPSBN), with 54 companies participating in the program and 48 certificates issued so far this year.

TMA's **Installation Quality Certification Program "IQ Certification,"** the only quality control program for installations, maintenance and service of electronic security systems is growing with 14 IQ-certified companies.

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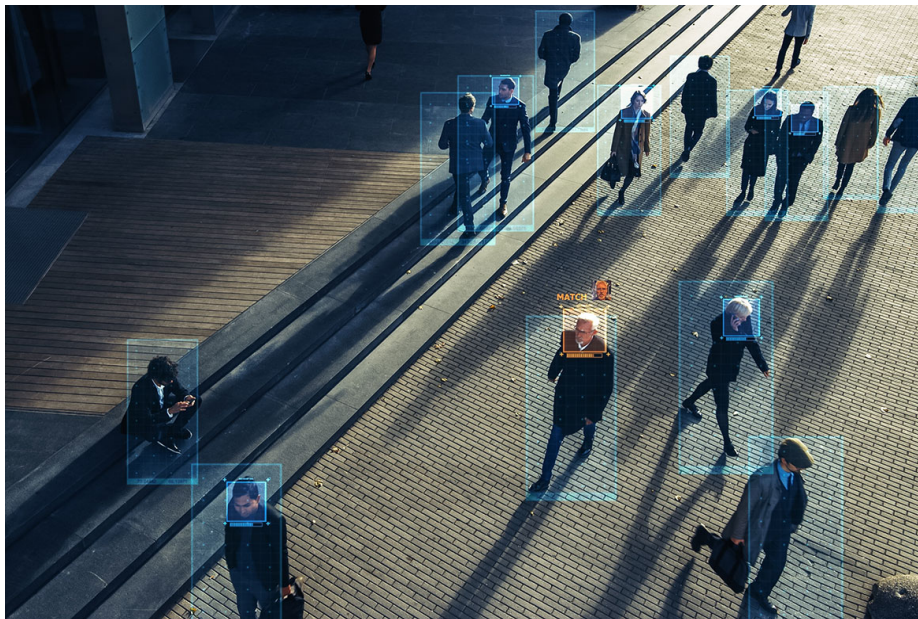
Learn more about how RSPNDR can help increase your bottom line.

Connect with Us

Unlocking Monitoring's Potential with AI/ML-Boosted Video Analytics

By Chris Sincock, VP of Channel Development PureTech Systems

Monitoring centers have entered a new era of efficiency, driven by the power of Artificial Intelligence/Machine Learning (AI/ML)- boosted video analytics. ML involves using advanced algorithms designed to improve performance and accuracy through experience and training data.

Video analytics systems start with an initial dataset comprising of examples with defined objects, actions, or events to recognize. These labeled examples encompass a wide range of scenarios, from people walking and animals to intruders entering secured areas. This initial training phase serves as the foundation upon which a system's profound understanding of video content takes shape.

Once the system is equipped with this foundational knowledge, it utilizes various techniques for feature extraction from video frames, such as object shapes and motion patterns. These features serve as the building blocks for making predictions and identifying objects or actions within the video feed. The system also selects appropriate ML algorithms, such as convolutional neural networks (CNNs) tailored to specific use cases like object detection, tracking, or activity recognition.

But here's where the magic truly unfolds: a feedback loop, comparing these predictions with the desired to measure the accuracy of its predictions. In times where discrepancies arise, it learns, adapts, and evolves. This might look like adjusting algorithm parameters, refining feature extraction methods, or incorporating new data. This constant journey of adaptation and perpetual learning leads to improved accuracy and reliability.

How Do Video Analytics Really Work? Picture a bustling monitoring center, where video analytics systems take in and process a steady stream of un-labelled video data from diverse sources. Drawing from learned knowledge, they effortlessly provide predictions on the presence of people, vehicles, and specific behaviors within the video feed.

By harnessing the power of advanced computer vision algorithms and ML, video analytics distinguish between true security threats and nuisance/false alarms with precision. Once an object of interest is autonomously detected, the auto-verification process of said object begins. Using ML as explained above, the object will be classified and tracked, while simultaneously issuing an alarm for operators to take swift action. ▰

Regulations of Biometric Data: Impact on Cloud-based Services

By Jennifer Kent, VP, Research, Parks Associates & Chris White, Research Director, Parks Associates

Over half of consumers are concerned about their personal data security, and over a quarter are reluctant to adopt technology based on data security concerns.

Consumers are justified in their concerns, as nearly half reported experiencing at least one data security or privacy problem. The implications of data security are even more critical when applied to biometric data (e.g., face recognition, fingerprints, and iris scans) because biometric data is unique and cannot be altered. Once biometric data has been compromised, it cannot simply be changed like a password, making the potential consequences much more significant.

Regulations play a crucial role in mitigating these risks and ensuring that individuals' biometric data is protected. Currently, there are no federal laws specifically governing the use of biometric technology in the United States, but multiple states and municipalities have enacted their own regulations for specific biometric technologies. For example, Texas and Illinois enacted biometric privacy laws that require companies to provide reasonable security measures to protect individuals' biometric data from unauthorized access or disclosure. They also require the company collecting biometric data to obtain informed consent from users. At the local level,

municipalities such as San Francisco and Boston have enacted bans or restricted face recognition technology for government use.

In Illinois, several major lawsuits have occurred since the passing of its Biometric Information Privacy Act (BIPA), and with damages calculated at $1,000 for each violation (increasing to $5,000 if the violation is judged intentional or reckless), costs can increase quickly and exponentially. For example, a recent verdict penalized BNSF Railway Co. $228 million, while White Castle System could face a ruling of more than $17 billion in a lawsuit brought by a former employee alleging the company collected and disclosed her biometric data without consent. These potential losses have had a significant impact on the tech industry, setting a precedent for future BIPA cases and now the need to find solutions to not only receive consent from users when collecting biometric data but also how to prevent the data from being compromised.

In contrast, accusations of Apple violating BIPA were dismissed because customers voluntarily use the touch and face ID options to access their phones. Also, and just as important, their biometric data was stored locally on the device. As long as tech that is using the edge to process data complies with

The Wireline Report

Latest FCC news impacting your business

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

Comment on Net Neutrality NPRM Due December 14

As expected with the recent confirmation of a fifth FCC Commissioner, the FCC voted in a 3-2 split decision back in October to adopt a Notice of Proposed Rulemaking that seeks comment on classifying fixed and mobile broadband internet service as an essential "telecommunications" service under Title II of the Communications Act. The proposal also seeks to restore nationwide open internet rules that would prevent Internet Service Providers from blocking legal content, throttling speeds, and creating paid prioritization schemes for internet traffic. Comments are due December 14, and reply comments are due January 17, 2024.

In 2019, the FCC's Order repealing net neutrality was reversed in part and remanded back to the FCC for further consideration, partially because the court found that the FCC failed to consider public safety issues in adopting the repeal. Consequently, the NPRM is heavily focused on public safety.

Key issues for alarm companies in the NPRM are the re-establishment of the bright-line rules for ISPs, which prohibit ISPs from blocking, throttling, or engaging in paid or affiliated prioritization arrangements, and the reinstatement of the "general conduct" standard adopted in 2015, which would prohibit practices that cause unreasonable interference or unreasonable disadvantage to consumers or edge providers (such as alarm companies).

The alarm industry should also be focused on how the FCC will treat Section 275 of the Act, which is a unique piece of legislation that requires incumbent local exchange carriers to provide alarm companies with non-discriminatory access to the network elements they provide to their own alarm affiliates. In the NPRM, the FCC asks whether it should forbear from applying certain sections of the Telecommunications Act to ISPs, including Section 275. If the FCC were to forbear from applying Section 275, it could potentially strip those protections away with regard to ISP affiliates of incumbent local exchange carriers.

FCC Adopts Blocking Requirements for Text Messages

At its December Open Meeting, currently scheduled for December 14, the FCC will vote on a Second Report and Order and Second Notice of Proposed Rulemaking regarding illegal robotexts. The item addresses blocking of illegal robotexts, codifies do-not-call rules for texting, and closes loophole regarding so-called lead generators from inundating consumers with unwanted robocalls and robotexts. The item also seeks comment on further efforts to combat illegal robocalls and robotexts.

Of specific relevance to the alarm industry, the Second Report and Order requires terminating mobile wireless providers (i.e., the provider that delivers the text message to the customer) to block text messages from a particular number following notification from the Commission, unless the providers' investigation determines that the identified text messages are not illegal. The item also codifies that the National Do-Not-Call (DNC) Registry's protections apply to text messages.
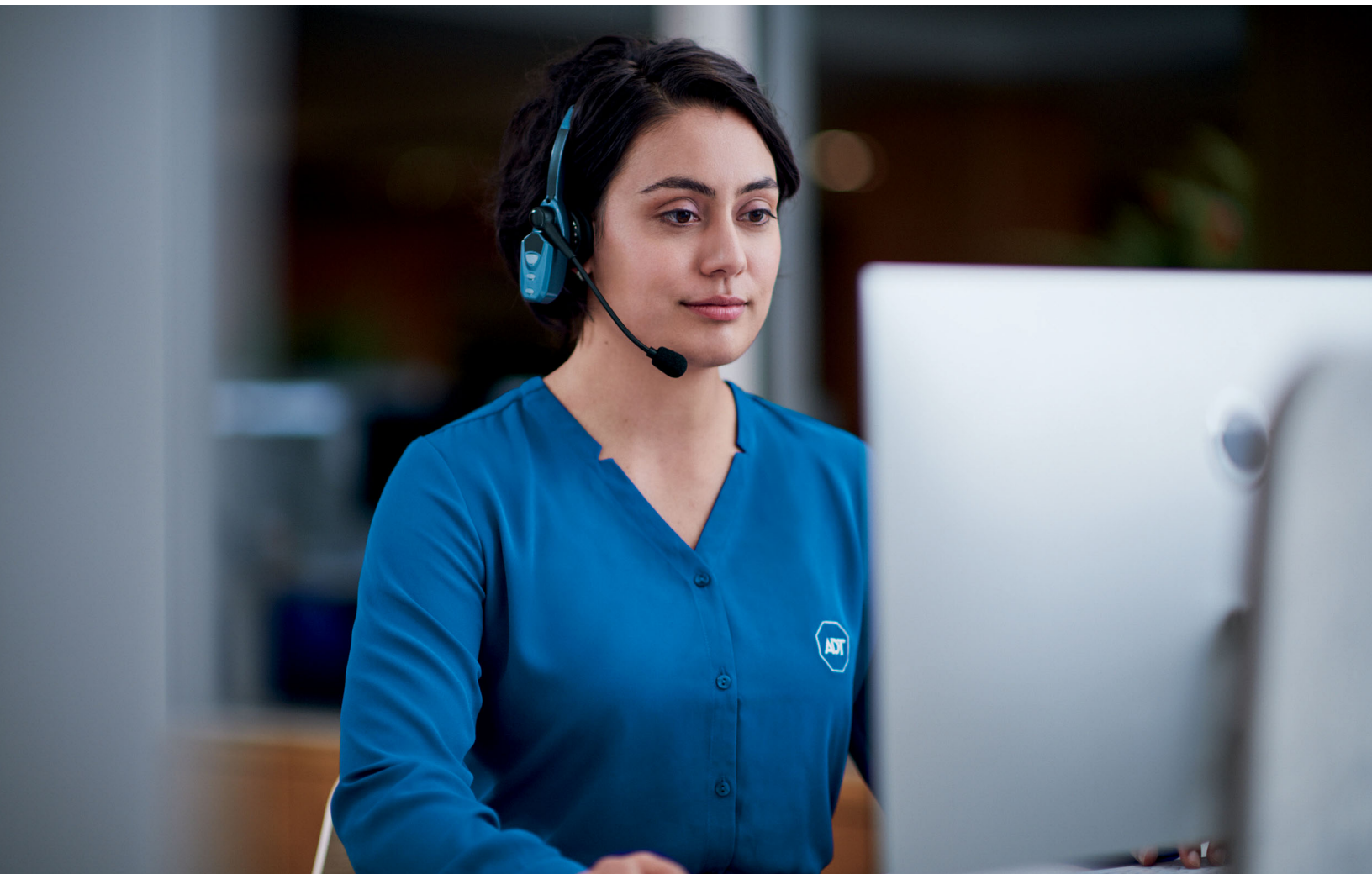
The NPRM seeks comment on a number of issues regarding the blocking of text messages of relevance to the alarm industry. First, the FCC seeks

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informed consent, data retention, and data destruction requirements, they are not in violation of biometric data laws such as BIPA.

In comparison, if the technology is processing and storing data on the cloud rather than the edge, the risk of being liable if the collected biometric data is compromised is greater because the data is stored centrally. This requires cloud providers to implement additional layers of security, increasing the complexity and cost of implementing a cloud computing solution. In addition, obtaining consent to collect biometric data through a cloud-based service is more challenging since it often involves third-party providers.

Overall, BIPA and other forms of regulation have the potential to impact the development and use of edge and cloud technology with biometric capabilities, as companies must ensure compliance with the law's requirements for biometric data collection, use, and storage. Currently, it is much simpler for edge technology to be compliant with biometric data laws versus cloud-based technology.

For these reasons, regulations may drive providers that manufacture technology that collects and stores biometric data to implement edge solutions.

Security and privacy concerns impact brand loyalty and trust, a critical factor for the growth of any product.

This is an excerpt from Parks Associates' white paper "[Face Recognition and the Smart Home: Applications, Demand, and Innovation](#)" in collaboration with Xailient. Download this free white paper to explore the role of face recognition technology for security and personalization, how AI and face recognition can enhance convenience and peace of mind for consumers, and how advanced tech solutions on the edge can reduce vulnerabilities and allay the privacy and security concerns surrounding these solutions within the connected home. ▴

Don't miss a TMA 2024 Event!

Virtual Mid-Year Meeting

April 22-24, 2024

Annual Meeting

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St. Thomas, US Virgin Islands

October 5-9, 2024

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Go to tma.us for the latest information and news on TMA's 2024 meetings and events.

The Monitoring Association

The Wireless Report
Spectrum usage; New mobile laws offer survivors protection

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

AICC Files Comments in FCC Spectrum Usage Inquiry

On October 2, 2023, AICC filed Comments on the FCC's "Spectrum Usage" Inquiry. The FCC has opened this inquiry to determine how to obtain more sophisticated knowledge of real-time non-Federal spectrum usage—and how the FCC could take advantage of modern capabilities for doing so in a cost-effective, accurate, scalable, and actionable manner.

The NOI will explore the potential to advance the FCC's understanding of commercial spectrum usage by leveraging new data sources, methods, and technologies, such as artificial intelligence (AI) and machine learning in an increasingly congested RF environment.

AICC's comments pointed out that, while AICC supports the FCC's technical inquiry and policy of maximizing efficient use of spectrum generally, the Commission must be mindful of special considerations regarding public safety, central station alarm and critical infrastructure spectrum needs and recognize that there cannot be a one-size-fits-all approach to measuring spectrum usage. AICC urges the Commission to be careful about using new technologies and data-driven analysis to inform spectrum usage policies that apply to public safety and quasi-safety radio services. For alarm radios and other quasi-safety operations (as well as public safety operations) in the Part 90 spectrum, crowding the channels with the maximum amount of user traffic should not be the Commission's spectrum management goal. Instead, the public interest will be better served by ensuring the small handful of UHF channels set aside for central station alarm operations are always available for alarm use, since these radios are sending messages concerning fire, intrusion, medical alerts and other life safety issues.

Disagreement Among Public Safety Entities Over 4.9 GHz Spectrum

As the FCC looks to finalize the rules for use of the 4.9 GHz spectrum originally allocated for public safety use only, a disagreement has arisen between two coalitions formed around members of public safety community.

By way of review, several years ago the FCC explored (in WP Docket No. 07-100) whether the public safety allocation of 4.9 GHz spectrum was underutilized and should be opened up to other users. At that time, AICC advocated for the alarm industry to have limited access to the 4.9 GHz spectrum, as a quasi-public safety industry that could use the spectrum for broadband apps, possibly in cooperation with public safety and FirstNet. In the end, the FCC opened up use of the band to everyone, without a public safety requirement, but subject to coordination with a designated public safety rep in each state. That decision drew heat from elements of the public safety community, and in February 2023 the FCC decided to have a nationwide coordinator of the 4.9 band. How to implement the new scheme has now drawn conflicting views.

First, in July, the Public Safety Spectrum Alliance (PSSA) urged the FCC to name FirstNet as the nationwide coordinator for the 4.9 GHz band; and

PSSA urged that FirstNet be awarded a nationwide license for the band. This would give FirstNet the ability to not only supervise use of the band, but also to use the spectrum in connection with its nationwide broadband safety network operating in the 700 MHz band. PSSA's website makes clear their interest in FirstNet setting up a nationwide 4.9 GHz network, with at least a portion of the spectrum being folded into the FirstNet system. PSSA's membership includes:

• American Hospital Association (AHA)
• Association of Public-Safety Communications Officials-International (APCO) Forestry Conservation Communications Association (FCCA)
• International Association of Chiefs of Police (IACP)

On November 16, the Coalition for Emergency Response and Critical Infrastructure (CERCI) submitted to the FCC a letter opposing the PSSA proposal to allow FirstNet to utilize the 4.9 GHz band spectrum. CERCI's primary points:

- Eligibility for non-public-safety use of the band should be limited to critical infrastructure industry ("CII") systems operating on a non-interfering basis. CII users have a compatible mission with public-safety and a record of coexistence with public safety licensees in other spectrum bands.
- The FCC seeks comment on the Band Manager's specific role: Under "Model 1," the Band Manager would lease spectrum access rights from public-safety licensees and then sub-lease access to that spectrum to its choice of non-public-safety entities; under "Model 2," public-safety licensees would engage in lease arrangements directly with non-public-safety entities and the Band Manager would coordinate and approve the leases. CERCI firmly supports Model 2, which is the only approach that maintains true local control of this vital public-

safety band while enabling CII opportunities in the band. Applying Model 2, all public-safety licensees would get to approve spectrum leases that could affect their licenses or operations.
- The FCC should NOT issue a nationwide 4.9 GHz license to FirstNet (or anyone), as this approach would in effect end local public safety choice and control in the band, as AT&T's FirstNet network would expand into the 4.9 GHz band to the detriment of public-safety. It would force existing local public-safety operations off the band and would give AT&T's commercial and FirstNet customers exclusive access to the band, akin to how Band 14 is currently utilized. [PSSA disagrees that incumbent users would be displaced]

CERCI's membership includes:
• Major Cities Chiefs Association
• National Sheriffs' Association
• Edison Electric Institute
• Verizon
• T-Mobile
• USCellular
• Competitive Carriers Association

Thus, the current controversy pits against each other groups of public safety entities that have typically worked closely together; and each camp has teamed up with commercial wireless interests.

This issue raises countervailing considerations for the alarm industry: On the one hand, CERCI is advocating preventing use of the 4.9 GHz band by any non-public safety users except CII – which would appear to prevent alarm company use. This would be a step backward from the FCC's earlier decision allowing anyone (including alarm companies) to use this underutilized spectrum. On the other hand, if PSSA's proposal is adopted, there is a chance (if not a likelihood) that the 4.9 GHz band will be subsumed into the FirstNet system, to be predominantly used by FirstNet and

AT&T customers; and FirstNet's role as the sole coordinator (especially under "Model 1") could make it cumbersome for any entity to set up a spectrum use arrangement in the band.

Therefore, this is a good issue to discuss at the AICC meeting. AICC has traditionally preferred to support both public safety and FirstNet to the extent possible, but it will likely be impossible to do both on this issue. The question will be does the FirstNet proposal help or hurt alarm companies (and how much), or would the CERCI counter help or hurt the alarm industry more? Or is there a middle ground? A related question (especially for alarm equipment manufacturers and integrators) is the extent to which they see 4.9 GHz spectrum being a necessary and valuable tool for alarm operations as broadband applications are increasingly used?

FCC Approves New Cellphone Rules Designed to Protect Domestic Abuse Survivors

At its November 15, 2023, Open Meeting, the FCC adopted a Report and Order implementing the line separation provisions of the Safe Connections Act of 2022. The new rules allow a survivor of domestic abuse to separate a mobile phone line from an account shared with an abuser and are the FCC's first-ever rules to help with safe communications for survivors of domestic abuse.

Multi-line shared mobile service contracts present unique challenges for survivors of domestic violence seeking to maintain essential connectivity while distancing themselves from their abusers. Such plans can allow the account holder (who may be the abuser) to monitor a survivor's calls and text messages, including to domestic abuse hotlines or other lines of support, and the precise location of the device that the survivor uses. It can sometimes be difficult for a survivor to separate a mobile service line (and associated device) from a shared mobile service plan, particularly when that shared plan is controlled by the abuser.

"For many of us, family plans cut costs and make wireless communications simple with one bill for multiple phones. But for survivors, these plans are fraught. They can be used to monitor calls and location. They can be a tool for control. So we are setting up a way for survivors to swiftly and securely separate their phone lines from family plans," said FCC Chairwoman Jessica Rosenworcel.

The FCC's action will help survivors by requiring mobile providers to separate phone lines linked to family plans where the abuser is on the account; protect the privacy of survivors by requiring providers to omit records of calls and text messages to domestic violence hotlines from consumer-facing call and text message logs; and provide support for survivors who suffer from financial hardship through the FCC's Lifeline program.

Compliance with line separations and emergency support requirements adopted in the Report and Order will be announced in a subsequent Public Notice but will not be required until the later of (1) six months after the effective date of the Report and Order; or (2) after OMB review of any information collection requirements associated with the Report and Order. The FCC anticipates that carriers will have the necessary tools in place to omit records of calls or text messages to hotlines by late 2024 for most providers.

Certain alarm companies are involved in assisting with protection of domestic abuse victims, often providing pendants, alarm systems and other means of protection. Will the FCC's initiative affect such efforts, and could it be modified to better help alarm industry efforts?

Rep. Hinson Introduces Legislation to Fund Rip-and-Replace Program

On November 6, Congresswoman Ashley Hinson (R-IA-02) introduced the Defend Our Networks Act (H.R. 6189) alongside Select Committee on the Chinese Communist Party Chairman, Mike Gallagher (R-WI), and Ranking Member Raja Krishnamoorthi (D-IL), as well as Representatives John Moolenaar (R-MI), Brittney Pettersen (D-CO), and Chrissy Houlahan (D-PA). If passed, the bill would transfer $3.08 billion in unobligated emergency COVID-relief funds to the Secure and Trusted Communications Networks Reimbursement Program at the FCC (also known as the Rip and Replace program).

The Reimbursement Program was funded by a $1.9 billion congressional appropriation, which is less than the $5.6 billion in collective funds requested by applicants that are replacing equipment manufactured by Huawei, ZTE and other companies placed on the "Covered List" due to national security concerns. Because demand exceeded available funding, the FCC implemented a prioritization scheme where funding was allocated first to approved applicants with 2,000,000 or fewer customers (Priority 1 applicants). Demand from Priority 1 applicants alone exceeded the entire congressional appropriation, and these applicants consequently received a partial, pro-rated funding allocation of approximately 39.5% of their reasonable and supported estimated costs for removing, replacing, and disposing of covered communications equipment and services.

The full funding of the Rip and Replace program will be important for any alarm industry members using equipment that is or may in the future be added to the "Covered List," along with an FCC order that existing equipment be replaced.

White House Reveals National Spectrum Strategy, Looking to Free Up More Spectrum

The Biden administration previewed its National Spectrum Strategy, on November 15, which will include efforts to free up and additional wireless spectrum in response to growing private sector demand, especially for 5G and IoT applications. The White House plan authorizes a two-year study on potentially repurposing five spectrum bands, for a total of 2,786 megahertz. NTIA will conduct the study. The five bands under immediate examination include the "Lower 3 GHz band" (3.1-3.45 GHz), 5030-5091 MHz, 7125-8400 MHz, 18.1-18.6 GHz, and 37-37.6 GHz. These band are currently occupied by DOD and other "mission critical" federal operations; and much of this spectrum would mesh with other bands auction by the FCC in recent years. Whether any or all of this spectrum will become available for private sector use will depend on the outcome of NTIA's study.

Of course, the FCC will have to regain its auction authority from Congress if it is to award any new spectrum by competitive bidding. At least some of the spectrum would likely be made available for unlicensed use, and/or shared use with Federal incumbents. This would be accomplished in part by development of a national test bed for dynamic spectrum sharing.

With regard to the Lower 3 GHz Band, DOD recently concluded that sharing with private sector is possible "if certain advanced interference mitigation features and a coordination framework to facilitate spectrum sharing are put in place." This spectrum could supplement the other 3 GHz band spectrum recently made available via the Priority Access License (PAL) auction, general access (GAA) license free usage scheme, for advanced telecom that requires better propagation than many of the capacity-rich 5G spectrum blocks sold at auction.

The National Spectrum Strategy establishes four "pillars," aimed at establishing a more specific long range approach to improving America's use of spectrum and wireless technology, whether terrestrial, airspace, satellite or space-based. The four pillars are:
Pillar One | A Spectrum Pipeline to Ensure U.S. Leadership in Advanced and Emerging Technologies
The first pillar is to study immediate spectrum availability as discussed above.

Pillar Two | Collaborative Long-Term Planning to Support the Nation's Evolving Spectrum Needs

The U.S. "needs a better and more consistent process for bringing the public and private sectors together to work through the difficult issues surrounding access to spectrum, including dynamic forms of spectrum sharing." Part of this process will be gathering information about actual Government and private sector spectrum use (such as the FCC's inquiry into spectrum usage discussed above).

Pillar Three | Unprecedented Spectrum Innovation, Access, and Management through Technology Development

Within 12-18 months, the U.S. will aim to complete a "moonshot" effort to advance research, create investment incentives, and set goals for advancing spectrum access technology, with a focus on technologies that will facilitate dynamic sharing (including use of artificial intelligence, machine learning, cloud-based spectrum management, open and interoperable network architecture, advanced RF microelectronics, and edge intelligence).

The U.S. Government will develop a "National Spectrum Research and Development Plan" to consider recommendations to facilitate long-term spectrum planning, such as a national testbed for dynamic spectrum sharing, with input from public and private sector stakeholders.

Pillar Four | Expanded Spectrum Expertise and Elevated National Awareness

The U.S. will develop a "National Spectrum Workforce Plan," with input from academic institutions, federal agencies, Tribal Nations, and private sector entities. The Plan will aim to identify the education and training programs necessary to equip the workforce for spectrum-related job demands.

For alarm industry purposes, there are at least two items of interest: First,

the Administration's plan recognizes the importance of advanced "sensors" to public safety, emergency response, national security, critical infrastructure and other vital functions. This coalesces with alarm companies' use of sensors for most services it provides, and helps to confirm the alarm industry's place at the table in helping to formulate long term spectrum and technology development under the National Plan.

Second, NTIA's spectrum study may make significantly more spectrum available for unmanned aircraft system (UAS) use (likely in the 5030-5091 MHz band), which can further the development of more capable drones – which per previous AICC examination can be a benefit when used for security industry surveillance, but a vexing problem when used for spying/sabotage efforts against protected premises and activities.

Alarm equipment manufacturers will want to assess the possible usefulness of the spectrum bands under study for near term reallocation or dynamic sharing, and plan accordingly as the first Pillar of the National Spectrum Strategy is implemented; and the industry as a whole will want to determine its future spectrum and technology needs, and take a long-term focus on participating as a stakeholder in the planned spectrum planning process. The President's spectrum strategy memorandum tasks the Secretary of Commerce, through the National Telecommunications and Information Administration (NTIA), with publishing an Implementation Plan for the strategy within 120 days after its release.

House Energy and Commerce Committee Unanimously Approves 5G SALE Act

The House Energy and Commerce Committee last week voted unanimously to approve the 5G Spectrum Authority Licensing Enforcement (5G SALE) Act (HR 5677), that would allow the FCC to grant the 2.5 gigahertz band licenses that T-Mobile won in Auction 108 last

year but that the FCC is prevented from issuing due to the lapse of its statutory auction authority. Under the bill, which was introduced by Rep. John Joyce (R-PA), the FCC would have temporary authority to issue the licenses to T-Mobile during a 90-day period after the bill's enactment.

"My bill is a common-sense solution to a problem that is specifically keeping rural Americans from better 5G access," said Rep. Joyce before the committee approved the bill on a 46-0 vote.

The reported legislation now moves to the full House for a floor vote. House Majority Leader Steve Scalise (R-LA) has said that S 2787 would be considered by the House this week. The Senate passed identical legislation (S 2787) by unanimous consent last September.

T-Mobile paid $304 million in last year's auction for more than 7,000 2.5 GHz band licenses. However, during the period between when Auction 108 bidders paid for their licenses and when the FCC was still processing some long-form applications, Congress failed to reauthorize the FCC's ability to conduct auctions. This left certain auction license applications in limbo despite payments being complete, with the FCC saying it no longer had the authority to grant those licenses.

If the bill is passed, alarm companies using T-Mobile services will want to consider the impact if any this new spectrum will have on existing or new service offerings from that carrier. M

comment on extending the text blocking requirement described above to include originating providers, and to require all immediate downstream providers to block the texts from providers that fail to block after Commission notification. The FCC also seeks additional comment on whether to require this blocking to be based on number, source, the "substantially similar" traffic standard, or some other standard. Next, the FCC seeks comment on requiring providers to block texts based on content-neutral reasonable analytics. Finally, the FCC seeks comment on any additional protections that may be necessary in case of erroneous blocking.

Senators Introduce USF Contributions Bill to Include Broadband, Edge Providers

On November 16, U.S. Senators Markwayne Mullin (R-OK), Mark Kelly (D-AZ), and Mike Crapo (R-ID) introduced the Lowering Broadband Costs for Consumers Act of 2023 to require the FCC to require contributions to the Universal Service Fund (USF) from broadband providers and, importantly, edge providers. An "edge provider" is an entity that provides content, applications, services, and devices accessed over or connected to broadband Internet access service ("BIAS"); accordingly, alarm companies whose services are accessed via BIAS are edge providers.

If adopted, the bill would direct the FCC to reform the USF by expanding the base so that edge providers and broadband providers contribute on an equitable and nondiscriminatory basis to preserve and advance universal service. Fortunately, the bill proposes to limit assessments of edge providers to only those with more than 3% of the estimated quantity of broadband data transmitted in the United States and more than $5 billion in annual revenue.

The bill would also direct the FCC to adopt a new mechanism under the current USF high-cost program to provide specific, predictable, and sufficient support for expenses incurred by broadband providers that are not otherwise recovered. However, it would otherwise limit the FCC's authority over edge providers and broadband providers only to requiring contributions to the USF.

FCC Opens Notice of Inquiry on AI and the TCPA

At its November Open Meeting, the FCC adopted a Notice of Inquiry aimed at understanding the implications of Artificial Intelligence technologies as part of the effort to protect consumers from unwanted and illegal telephone calls and text messages under the Telephone Consumer Protection Act (TCPA). Comments are due December 18, and reply comments are due January 16.

Specifically, the FCC seeks comment on the following:

- whether, and if so how, the Commission should define AI technologies for purposes of the inquiry, including the particular uses of AI technologies that are relevant to fulfilling the Commission's statutory responsibilities under the TCPA;

- how AI technologies may impact consumers who receive robocalls and robotexts including any potential benefits and risks that these emerging technologies may create.

- how AI technologies may alter the functioning of the existing regulatory framework so that the Commission may formulate policies that benefit consumers by ensuring that they continue to receive the privacy protections afforded under the TCPA;

- whether it is necessary or even possible to determine at this point whether future types of AI technologies may fall within the TCPA's existing prohibitions on artificial or prerecorded voice messages;

- whether the Commission should consider ways to verify the authenticity of legitimately generated AI voice or text content from trusted sources, such as through the use of watermarks, certificates, labels, signatures or other forms of labels when callers rely on AI technology to generate content such as emulating a human voice on a robocall or creating content in a text message; and,

Finally, the FCC asks what next steps, if any, the Commission should consider to further this inquiry.

AT&T Announces Plans to Create Standalone Managed Cybersecurity Business

AT&T has announced an agreement to create a standalone managed cybersecurity services business. The new joint venture, which includes funding from a Chicago-based private equity firm, will hold security software solutions, associated managed security operations and security consulting resources.

"Security has never been more important – to our customers and to AT&T," wrote Rick Welday, head of AT&T Enterprise Markets in a prepared statement. "Our direct focus remains on unlocking the power of our best-in-class connectivity with embedded security features that will allow our network to intelligently protect customers end-to-end. We're energized about this new business model and the opportunities and capabilities these network enhancements will bring to the market."

The company says this arrangement, which is expected to close in Q1 of 2024, will allow it to continue offering managed security services while simultaneously focusing on enhanced network-based security capabilities.

FirstNet Certified Companies

TMA is pleased to introduce and recognize the following companies who have become FirstNet certified as of November 7, 2023.

- ADT, LLC, Boca Raton, FL
- Advance Alarms Inc., Broken Arrow, OK
- AFA Protective Systems, Inc., Syosset, NY
- Affiliated Monitoring, Union, NJ
- Allstate Security Industries, Inc., Amarillo, TX
- Arco Security Central Station Corp., Miami, FL
- AvantGuard Monitoring Centers, LLC Ogden, UT
- Bay Alarm Systems, Concord, CA
- CenterPoint Technologies, LLC, Brentwood, MD
- COPS Monitoring, Williamstown, NJ
- Criticom Monitoring Services, Longwood, FL
- DGA Security Systems, Inc., New York, NY
- Dispatch Center Ltd., San Antonio, TX
- DMP, Springfield, MO
- Doyle Security Systems Inc., Rochester, NY
- Electronix Systems Central Station Alarms, Inc., Huntington Station, NY
- Emergency 24, Des Plaines, IL
- Engineered Protection Systems, Inc. Grand Rapids, MI
- Federal Response Center, Inc., Springfield, MO
- First Alarm, Aptos, CA
- Force Security Solutions, LLC, Manassas, VA
- Interface Security Systems, Earth City, MO
- Intruder Alert Systems of San Antonio, San Antonio, TX
- Kings III of America, Coppell, TX
- Midwest Alarm Company, Inc., Sioux Falls, SD

- NAPCO Security Systems, Inc., Amityville, NY
- National Monitoring Center (NMC), Lake Forest, CA
- Nationwide Security Corporation, Branford, CT
- Per Mar Security Services, Davenport, IA
- Pye-Barker Fire & Safety, LLC, Doral, FL
- Rapid Response Monitoring, Syracuse, NY
- Safe Tech USA, Ltd., Melville, NY
- SCN Security Communication Network, Inc., Corona, CA
- Securitas Technology, Plymouth, MN
- Security Central, Statesville, NC
- Security Equipment, Inc., Omaha, NE
- Sentinel Alarm Company, Stowe, VT
- Southwest Dispatch Center, Richardson, TX
- Tech Electronics, Inc., St. Louis, MO
- The Fireline Corporation, Baltimore, MD
- Triple S Alarm Co., Little Rock, AR
- United Security Communications, Inc., Lothian MD
- Vector Security, Inc., Warrendale, PA
- Vivint Smart Home, Provo, UT
- Washington Alarm, Inc., Seattle, WA
- Wayne Alarm Systems, Inc., Lynn, MA
- WH International Response Center, Rockford, MN

IQ Certified Companies

TMA is pleased to introduce and recognize the following companies who have become IQ certified as of November 7, 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
- Rapid Response Monitoring Services, Inc., Syracuse, NY
- Securityhunter, Inc., Baltimore, MD
- SSC Services Inc. dba Cen-Signal, Columbus, GA
- Statewide Monitoring Corporation, Staten Island, NY
- Wayne Alarm Systems, Inc., Lynn, MA

Welcome!

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

Non-Listed Monitoring

Anser-Fone, Inc
Lehi, UT
(801) 984-4664
anserfone.com
Craig@anserfone.com

Anser-Fone began operation on April 15th, 1954, in a home in Sugarhouse, Utah area serving 20 customers limited in the southeast area of Salt Lake City, Utah.

Over the years, we have grown from 557 cordboards to a completely computerization Hosted System. We now service 1000+ accounts, with the capability of worldwide, web-enabled answering service. Being Hosted allows us more freedoms with location and employees without the worries of outages. Because all our Agents work from home, no one is on the same power or internet grid.

Our goal has always been QUALITY service. We want to be the best possible answering service we can be.

We want quality customers to receive quality service from quality employees and we feel we achieve that goal daily. We strive to maintain the earned reputation of being the best.

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Ironview 360 LLC
Denver, CO
timur@ironview360.com
(720) 635-8603
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Ironview 360 provides a full- service, most accurate way to document and track your construction site progress, allowing teams to stay on schedule and budget. We provide comprehensive construction documentation services to deliver the most accurate and fastest project information available. Underground documentation, drone service for each deck, 360-degree progress documentation. Your project memorialized for clashes, liability concerns, as-built accuracy, and maintenance. For one low price, we provide these services turnkey with density and speed no one else can.

Ironview 360 solves today's site documentation issues with an easy-to-use platform that allows you to follow a project's progress from anywhere, anytime. We create comprehensive, time-indexed, permanent records of your construction projects, allowing you to focus on completing jobs on schedule and budget. Since 2017, we have documented over 4 million square feet of building projects with photos and videos.

We have grown into an agile construction services company that blends the latest capture technology with unmatched customer care to suit construction professionals' visual construction documentation demands.

Keystone Security Services
Rockville, MD
(301) 767-7600
keystonesecurity.net

Keystone is a Rockville, Maryland based staffing and false alarm reduction solution for Central Stations. With our 24/7/365 central station out of New Delhi, India, we build teams of operators for each Central Station partner we work with. Our remote teams filter out your false alarms so your operators can focus on the events that matter. We specialize in video alarm monitoring, data entry, and other back office monitoring needs. We are platform agnostic - meaning, we work on the platform that your central station is using (Immix, Bold, Dice, etc.) so that your team has full visibility into everything that is happening. With 8+ years of experience and a track record of saving 45% on operational costs on average, we pride ourselves in our commitment to our central station partners.

Monitex Security
Brooklyn, NY
(929) 279-4999
monitexsecurity.com

We Are Monitex Security. Based out of New York, Monitex Security operates internationally, delivering proactive LIVE CCTV security monitoring solutions to clients in a wide array of industries.

Our highly trained staff of virtual surveillance professionals guard your property and assets with the aid of state-of-the-art monitoring technology to identify suspicious activity, detect intrusions, and stop would-be threats

from spiraling out of control. In an emergency, our virtual guards immediately contact, dispatch, and work closely with local law enforcement to put an end to the ongoing situation and minimize loss or damage.

At Monitex, we provide you with the most convenient and affordable means of bolstering your security to give you back confidence and peace of mind. We can adapt to your unique requirements and craft tailor-made surveillance and access control solutions that reduce your overall security costs by as much as 60-70%.

International Monitoring

Amalgamated Security Services, Ltd.
Macoya, Tunapuna, Trinidad and Tobago
(868) 612-0387
assl@assl.com
assl.com

ASSL
Founded in 1983 (officially incorporated in 1986), Amalgamated Security Services Limited offers an extensive array of specialized & general services as well as products to the local, regional, and global markets. We have remained at the forefront of industry advancements, adapting both our management practices and service delivery to keep pace with evolving technology and heightened expertise in our workforce.

ASSL: A Premier Caribbean security firm
Over the course of the past three decades, our organization has undergone substantial growth, solidifying our position as one of the foremost security enterprises in the Caribbean. Boasting an extensive workforce exceeding 10,000 highly committed personnel, underpinned by dedicated resources and strategically situated offices, we are exceptionally poised to address the security imperatives of our region. Moreover, our distinctive hallmark lies in our profound comprehension of the indigenous culture, while our unwavering affordability is sustained through a continuous commitment to innovation and unconventional problem-solving methodologies.

Our services are unrivaled, offering an exceptional blend of cost-efficiency and quality.

Our highly skilled team of management professionals exemplifies outstanding leadership, consistently upholding the industry's most stringent standards within the security sector. Moreover, our unwavering dedication to fostering close client relationships is reflected in our unmatched service delivery, characterized by stringent quality benchmarks. We maintain open lines of communication with clients through a range of channels, including our quarterly magazine, which serves as a platform for disseminating the latest industry trends and safety updates

What we offer
Our organization offers a wide range of comprehensive security and public safety services, catering to the diverse needs of government agencies, financial institutions, corporations, private enterprises, retail businesses, and industrial complexes. With a reputation built on excellence, we provide round-the-clock protection through guarding services, secure transportation solutions, specialized training programs, thorough investigations, 24/7 monitoring and response services, cutting-edge electronic security systems, executive protection for high-profile individuals, cyber security expertise, emergency response planning, and strategic risk assessments. Our commitment to delivering tailored solutions ensures that each client's unique security requirements are met with precision and care, making us a trusted leader in the security industry.

Congratulate TMA's 2023 Five Diamond Designees

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

a.p.i. Alarm Inc.
Denver, CO
www.apialarm.com
Full Service Monitoring
Designated since 01/2023

a.p.i. Alarm Inc.
Toronto, ON
www.apialarm.com
Full Service Monitoring
Designated since 01/2023

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

ADT by Telus
Calgary AB
www.telus.com
Full-service and Wholesale
Designated since 12/2020

ADT by Telus
Saint Leonard QC
www.telus.com
Full Service and Wholesale Monitoring-
Designated since 12/2023
New in 2023!

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

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

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

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

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

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

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

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
Wholesale Monitoring
Designated since 08/2023

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

American Burglary & Fire
Fenton, MI
www.abfsecurity.com
Full Service Monitoring
Designated since 11/2005
Returning in 2023!

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

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

AvantGuard Monitoring Centers
Cedar City, UT
www.agmonitoring.com
Wholesale Monitoring
Designated since 05/2023
New in 2023!

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

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

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

Brightspeed Security Systems (formerly CenturyLink Security)
Monroe, LA
www.brightspeedsecurity.biz
Full Service Monitoring
Designated since 02/2005

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
www.cmdispatch.com
Full Service Monitoring
Designated since 02/2022

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ESC Central
Birmingham, AL
www.esccentral.com
Wholesale Monitoring
Designated since 12/2023
New in 2023!

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.
Butler, PA
www.guardianprotection.com
Full-Service Monitoring
Designated since 06/2020

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

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

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

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

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
New in 2023!

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
New York, NY
www.mutualstatland.com
Full-Service Monitoring
New York, NY
Designated since 04/2007

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

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

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

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

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

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

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

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

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. (formerly known as Supreme Security Systems, Inc.)
Union, NJ
www.securitases.com
Full Service Monitoring
Designated since 12/2004
Returning in 2023!

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

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

Statewide Central Station
Tampa, FL
www.statewidecs.com
Wholesale Monitoring
Designated since 5/2023
New in 2023!

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
GSOC 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

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

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

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

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

Not Five Diamond certified, *yet?*

Contact Karen Monroe at
kmonroe@tma.us
to learn more.

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

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

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

Monitoring Center Operator Level 1 Training Graduates

USA and international graduates completed September 1, 2022 to October 31, 2023

Name	Company	Graduated
Benjamin Adjei	Interface Systems	8/28/2023
Mujaahid Ali	City of Toronto (CA)	8/22/2023
Joycelyn Allen	Avantguard Monitoring Centers	9/5/2023
Angela Allen	SimpliSafe Inc.	9/12/2023
Michael Al-Yasery	Interface Systems	10/26/2023
Malabry Amankwa	Avantguard Monitoring Centers	8/4/2023
Juston Ardoin	Allied Universal Technology Services	9/5/2023
Jenett Arellano	Dispatch Center, LTD	10/10/2023
Adrien Auger	ADT By Telus (CA)	9/13/2023
Stephanie Austin	ADT By Telus (CA)	9/13/2023
Daniel Aydelotte	Avantguard Monitoring Centers	8/18/2023
Richard Ayers	Tech Systems Inc	9/19/2023
Rhasheeda Baines-Tumaini		
	Vector EAST	8/28/2023
Kenya Baker	Interface Systems	8/1/2023
Nichole Balderas	Interface Systems	8/15/2023
Marcheyell Baldwin	United Central Control	9/1/2023
Taija Barkdull	Avantguard Monitoring Centers	9/4/2023
Jordan Barnes	Allied Universal Technology Services	9/20/2023
Seraphina Bates	Avantguard Monitoring Centers	10/6/2023
Jasaan Batson	Brinks Home Security	9/18/2023
Hector Bauzo Rivera	Genesis Security Services, Inc	8/18/2023
Forrest Beal	Centralarm	8/21/2023
Dominique Bender	SimpliSafe Inc.	10/31/2023
Desiree Berry	SimpliSafe Inc.	9/14/2023
Elizabeth Bevill	COPS Monitoring- New Jersey	8/28/2023
Skylar Binford	iWatch Communications	10/20/2023
Haley Blake	Dynamark Monitoring	10/20/2023
Donald Bohnwagner	Centralarm	9/12/2023
Sean Booker-Allen	Tech Systems Inc	10/25/2023
Aydjah Boyle	Vivint, Inc.	8/4/2023
Frances Branch	DGA Security	10/5/2023
Sydney Branco	City of Toronto (CA)	8/22/2023
Katrina Brant	Huronia Alarm & Fire Security, Inc. (CA)	9/21/2023
John Bridinger	Tech Systems Inc	10/12/2023
Matthew Brillert	BMO Financial Group (CA)	10/22/2023
Kimberlie Brinegar	Doyle Security	8/19/2023
Rebekah Broadhead	Avantguard Monitoring Centers	10/5/2023
Lashawnda Brower	SimpliSafe Inc.	10/18/2023
Nylah Brown	Alarmco	10/18/2023
Rachelle Brown	Alert 360	8/31/2023
Lisa Brown	WH International	9/7/2023
Ka-Reek Burgess	DGA Security	10/5/2023
Marilla Burke	Avantguard Monitoring Centers	10/3/2023
Michael Burks	National Monitoring Center	8/16/2023
Miqazha Burrell	SimpliSafe Inc.	10/31/2023
Sayra Bustos	Costco Wholesale	10/11/2023
Rebecca Buzbee	Alert 360	9/14/2023
Deliz Byrd	Alert 360	8/22/2023
Candice Cahill	Avantguard Monitoring Centers	9/9/2023
Joshua Caissie	ADT By Telus (CA)	8/31/2023
Shaquenda Caldwell	Brinks Home Security	10/23/2023
Nikolas Calhoun	Fleenor Security System	8/29/2023
Megan Canady	Central Security Group Nationwide Inc	8/31/2023
Dahlia Canales	Siemens Industry, Inc.	10/5/2023
Ellard Cappel	DGA Security	10/5/2023
Franco Capraro	City of Toronto (CA)	10/6/2023
Karen Carbine	AZ Security Control	9/12/2023
Megan Carr	Clearview Securities, Inc.	9/6/2023
Maria Carrillo	Post Alarm Systems	10/27/2023
James Carter	SimpliSafe Inc.	10/3/2023
Alazia Carter	SimpliSafe Inc.	9/12/2023
Princess Castro	Avantguard Monitoring Centers	10/4/2023

Name	Company	Graduated
Lanita Castro	ESC Central	10/23/2023
Kiera Chandler	DMC Security Services, Inc.	9/16/2023
Khira Chandler	DMC Security Services, Inc.	8/9/2023
Tyler Chaput	Centralarm	8/4/2023
Bianca Chatelier	United Monitoring Services, Inc.	8/18/2023
Varun Chauhan	City of Toronto (CA)	10/22/2023
Daniel Chavez	First Alarm	8/5/2023
Shantel Clark	SimpliSafe Inc.	9/12/2023
De'Rika Clarke	SimpliSafe Inc.	10/3/2023
Carolyn Clines	National Monitoring Center	8/16/2023
Cmari Coleman	Allied Universal Technology Services	10/11/2023
JayQuan Coleman	Security Engineers Inc.	10/24/2023
Tamanekai Cook	Brinks Home Security	9/11/2023
Cailey Cook	Damar Security Services/Security Response Center (CA)	8/9/2023
Tiffany Cook	Security Engineers, Inc.	9/11/2023
Hallee Cordtz	Avantguard Monitoring Centers	10/21/2023
Tom Corley	Alert 360	8/20/2023
McCage Cox	Avantguard Monitoring Centers	10/5/2023
Rickwon Crenshaw-Fields	Vivint, Inc.	9/25/2023
Ramiro Cruz	Allied Universal Technology Services	8/10/2023
Jackie Cunningham	Operational Intelligence Center	10/25/2023
Christy Dabb	Avantguard Monitoring Centers	8/29/2023
ebony daniel	ADT	8/16/2023
Autumn Daniels	Security Central	10/21/2023
Ricardo Davila	Dispatch Center, LTD	8/4/2023
Toneceya Davis	Interface Systems	10/20/2023
Alaa Dawod	Paladin Technologies (CA)	9/28/2023
Erika De La Pena	Valley Security & Alarm	8/30/2023
Mcculley Deb	Alert 360	10/24/2023
Benjamin Delaney	Commissionaires Ottawa (CA)	10/24/2023
Nathan thomas Delong	Alert 360	8/24/2023
Sabrina Demelo	Damar Security Services/Security Response Center (CA)	8/10/2023
Meagan DePaul	COPS Monitoring- New Jersey	8/30/2023
Jason Deshazo	SimpliSafe Inc.	9/13/2023
Maddie Dill	Fleenor Security System	9/12/2023
Sierra Ditizio	COPS Monitoring- New Jersey	8/25/2023
Tyson Dixon	Kings III of America	8/24/2023
Levine Dixon-Beugre	Tech Systems Inc	10/25/2023
Tammie Dobbins	Siemens Industry, Inc.	8/2/2023
Melia Dotson	Avantguard Monitoring Centers	10/8/2023
Luke Drew	Operational Intelligence Center	9/19/2023
Karan Driscoll	Alarmco	8/12/2023
Tinisha Dudley	SimpliSafe Inc.	10/31/2023
Kaitlyn Dupaix	Avantguard Monitoring Centers	10/5/2023
Cassie Earl	COPS Monitoring- New Jersey	8/15/2023
Christopher Early	Avantguard Monitoring Centers	9/7/2023
Melissa Ekpemu	Brinks Home Security	10/29/2023
Justin Elder	Vyanet Operating Group Inc.	10/26/2023
Neil Elliott	Interface Security Systems	8/15/2023
Lester Ellis	Affiliated Monitoring	10/18/2023
Karina Enriquez	Interface Systems	8/25/2023
Daniela Espinoza	Allied Universal Technology Services	8/14/2023
Shyronica Evans	Alert 360	9/18/2023
Cory Fendley	Avantguard Monitoring Centers	8/1/2023
Kimber Finch	Avantguard Monitoring Centers	9/6/2023
Brad Francis	Cen-Signal	10/15/2023
DeJa Freeman	Interface Security Systems	8/2/2023
Merisha Fritz-Andrews	SimpliSafe Inc.	10/31/2023
Carmen Funches	Alarm Monitoring Services, Inc.	9/29/2023
Edwin Galarza	Avantguard Monitoring Centers	9/24/2023
Jake Garber	Avantguard Monitoring Centers	8/17/2023

Name	Company	Graduated
Jaditih Garcia	Post Alarm Systems	10/31/2023
Jose Garcia Martinez	Allied Universal Technology Services	9/9/2023
Christopher Gardner	Avantguard Monitoring Centers	10/11/2023
James Garvin	National Monitoring Center	10/4/2023
Maria Garza	Brinks Home Security	10/27/2023
Michelle Gaudette	ADT By Telus (CA)	10/24/2023
Whitney Gipson	Guardian Alarm Systems	9/22/2023
Shakeira Gittens	SimpliSafe Inc.	9/12/2023
Lauren Goggans	SMART Security Pros, LLC dba Mobile Video Guard	9/8/2023
Jacob Gonzalez	Alert 360	9/28/2023
Mac Grant	SimpliSafe Inc.	8/24/2023
Shamaria Gray	SimpliSafe Inc.	10/31/2023
Cyreshia Gresham	Tech Systems Inc	8/24/2023
Richard Griffin	National Monitoring Center	10/4/2023
Lauren Grover	Avantguard Monitoring Centers	9/9/2023
Lauren Gunn	Vivint, Inc.	9/28/2023
Anish Gupta	Commissionaires Ottawa (CA)	8/6/2023
Alexis Guzman	Sebastian Corp	8/23/2023
Aspen Hall	Avantguard Monitoring Centers	9/4/2023
Ashley Hall	Avantguard Monitoring Centers	8/8/2023
Krisy Hall	Dynamark Monitoring	8/29/2023
Carrisa Hallum	Vivint, Inc.	9/28/2023
Dennise Hansen	Alert 360	8/20/2023
Claire Hansen	Avantguard Monitoring Centers	8/3/2023
Kelly Hard	ADT By Telus (CA)	8/24/2023
Gabrielle Harris	Avantguard Monitoring Centers	9/14/2023
Kyel Harrison	Avantguard Monitoring Centers	9/6/2023
Marissa Hart	DMC Security Services, Inc.	9/24/2023
Samantha Harvey	Avantguard Monitoring Centers	8/15/2023
Becky Hastings	Dynamark Monitoring	10/23/2023
Stephanie Hawthorne	SimpliSafe Inc.	10/3/2023
Angel Hennings	COPS Monitoring- New Jersey	8/23/2023
Emily Hicks	Dynamark Monitoring	10/24/2023
Brittney Hidalgo	SimpliSafe Inc.	9/14/2023
novia hill	ADT	8/18/2023
Angel Hill	ESC Central	8/7/2023
DaZohn Hinson	Scarsdale Security Systems, Inc.	9/15/2023
Cindrella Hodges	Interface Systems	8/30/2023
Nailah Hooper	Interface Security Systems	9/7/2023
Zack Hopkins	Mahoney Alarms	9/29/2023
Maci Hopper	Avantguard Monitoring Centers	10/4/2023
Tiarah Hough	SimpliSafe Inc.	10/31/2023
Nicole Howell	Statewide Central Station	9/26/2023
Peighton Howlett	SimpliSafe Inc.	10/3/2023
Kaley Hudlemeyer	Titan Protection and Consulting	8/20/2023
Heather Huffstutler	Cen-Signal	10/18/2023
Brandon Hughes	Security Engineers Inc.	10/21/2023
Sarita Hutson	COPS Monitoring- New Jersey	10/14/2023
Rocio Ibarra	Interface Systems	8/8/2023
Marsha Ifill	Statewide Central Station	8/24/2023
Sam Inman	Dispatch Center, LTD	9/11/2023
La Porsha Irby	Alarmco	8/3/2023
Jennifer Isbell	Alert 360	8/23/2023
Sara Iverson	Vivint, Inc.	9/27/2023
Kristin Ivich	COPS Monitoring- New Jersey	9/18/2023
Angelica Jackson	Brinks Home Security	10/26/2023
Teresa James	Comporium SMA Solutions Inc	10/26/2023
Ethan Jensen	Avantguard Monitoring Centers	8/16/2023
Jue Jo	Tech Systems Inc	10/19/2023
Kavasia Johnson	Allied Universal Technology Services	9/27/2023
Erick Johnson	Avantguard Monitoring Centers	8/31/2023
Crystal Johnson	Avantguard Monitoring Centers	8/2/2023
Janiah Jones	Alarmco	9/25/2023
Ryan Jones	Avantguard Monitoring Centers	9/29/2023
Jalyn Jones	Brinks Home Security	10/28/2023
Sierra Jones	SimpliSafe Inc.	9/12/2023
Cyrus Jordan	BMO Financial Group (CA)	10/18/2023
Patrick Kalambay	Interface Systems	9/29/2023
Ryan Karakian	City of Toronto (CA)	10/15/2023

Name	Company	Graduated
Joyce Ketchum	Alert 360	8/19/2023
Kimberly King	Central Station, Inc.	10/3/2023
Jasmine King	Per Mar Security Services	9/15/2023
Zoey Kish	Security Central	8/11/2023
Eric Knight	Operational Intelligence Center	9/30/2023
Samantha Korkki	WH International	9/10/2023
Triniti Lacy	United Central Control	8/16/2023
John Lagasca	City of Toronto (CA)	10/11/2023
Alexis Lambert	Avantguard Monitoring Centers	8/1/2023
Bianca Landry	Brinks Home Security	9/14/2023
Laquita Lang	ESC Central	9/26/2023
Suzanne Lapointe	ADT By Telus (CA)	8/24/2023
Jack Larsen	Avantguard Monitoring Centers	8/4/2023
Kayli Larson	Avantguard Monitoring Centers	10/2/2023
Aaron Larson	Avantguard Monitoring Centers	8/2/2023
James Lattea	SimpliSafe Inc.	10/31/2023
Kevin Law	Allied Universal Technology Services	8/1/2023
Harley Law	Per Mar Security Services	8/12/2023
Kassidy Lawrence	Watchlight Corporation	9/20/2023
Natalie Lawson	Secureway (CA)	9/11/2023
James Daniel Leighton Jr	Smith Security	8/22/2023
Austin Leister	ETC Communications	8/4/2023
William Levenson	Vivint, Inc.	9/27/2023
Jacob Light	Interface Systems	10/25/2023
Brent Ligus	Doyle Security	8/14/2023
Destiny Lloyd-Boyd	COPS Monitoring- New Jersey	9/19/2023
Dylan Locklear	Tech Systems Inc	9/19/2023
Camero Logan	Doyle Security	8/17/2023
Russell Long	Interface Systems	8/3/2023
Eduardo Lopez	United Central Control	8/15/2023
Stuart Lowitt	Metrodial Corporation	9/7/2023
Tyler Lundy	Interface Systems	9/11/2023
Mariah Lunt	Avantguard Monitoring Centers	9/14/2023
Gerson Luviano	Interface Systems	10/25/2023
Joshua Major	Alert 360	10/26/2023
Tracy Malloy	Alert 360	10/24/2023
Jordan Marks	SMART Security Pros, LLC dba Mobile Video Guard	9/7/2023
Kierra Marshall	Vivint, Inc.	9/28/2023
Erika Martinez	Avantguard Monitoring Centers	9/28/2023
Brianna Martinez	Brinks Home Security	10/28/2023
Day Mason	Avantguard Monitoring Centers	8/3/2023
Tara Mayes	Avantguard Monitoring Centers	9/28/2023
Aaron Mayhew	Interface Security Systems	9/13/2023
Chayse McBride	Avantguard Monitoring Centers	10/16/2023
Yasmine McCoy	COPS Monitoring- New Jersey	9/5/2023
CeLeandra McDaniel	Brinks Home Security	9/16/2023
Liam McGrath-Waugh	City of Toronto (CA)	9/15/2023
Candice Mclelland	Security central	9/22/2023
Ashley Mealing	Vector EAST	9/11/2023
Joana Medrano	Avantguard Monitoring Centers	8/3/2023
Carlos Mejorado	National Monitoring Center	10/4/2023
Xeomara Mercado	Post Alarm Systems	10/17/2023
David Miles	Fleenor Security System	9/20/2023
Ruth Mobia	Allied Universal Technology Services	8/4/2023
Felipe Modesto Citadini	Vivint, Inc.	9/30/2023
Santana Montano	Per Mar Security Services	8/8/2023
Indigo Montoya	Clearview Securities, Inc.	9/5/2023
Darion Morales	Audeamus dba Sebastian Corp	9/6/2023
Alexander Mottinger	Avantguard Monitoring Centers	9/14/2023
Brooke Mounts	SimpliSafe Inc.	9/12/2023
Andrew Muenks	Interface Security Systems	9/26/2023
Rahatan Murray	Affiliated Monitoring	10/13/2023
Munyinda Mushala	Avantguard Monitoring Centers	10/5/2023
LaViesha Myers	Interface Systems	10/3/2023
Ashlee Nebeker	Avantguard Monitoring Centers	10/5/2023
Angela Newman	Hunter Security Inc	9/19/2023
Steven Nichol	City of Toronto (CA)	8/2/2023
Kavedia Nobles	United Monitoring Service	8/17/2023
Kelly Norton	COPS Monitoring- New Jersey	9/4/2023

Name	Company	Graduated
Jalisa Nunn	Central Station	9/12/2023
Tobias Nwanebu	Tech Systems Inc	9/6/2023
Frank Oakley	Alert 360	10/13/2023
Cortney O'Grady	City of Toronto (CA)	10/23/2023
Katie Orme	Avantguard Monitoring Centers	8/16/2023
Kassandra Ortiz	Kings III of America	8/24/2023
Lucresha Owens	SimpliSafe Inc.	10/31/2023
Maria Pamatz Marin	iWatch Communications	8/25/2023
Ashton Parker	Avantguard Monitoring Centers	10/7/2023
Courtney Parks	Interface Systems	8/9/2023
Wayne Parris	Tech Systems Inc	9/13/2023
Jacob Pendleton	Siemens Industry, Inc.	10/5/2023
Demayia Peoples	Allied Universal Technology Services	8/3/2023
Sage Perry	Avantguard Monitoring Centers	8/3/2023
gregory persaud	ADT	9/25/2023
Joseph Pichler	Interface Systems	10/20/2023
Samantha Powers	COPS Monitoring- New Jersey	8/22/2023
Carrie Prather	Per Mar Security Services	8/8/2023
Blake Price	Alert 360	10/12/2023
Treyton Puffer	Avantguard Monitoring Centers	10/5/2023
Michael Quevedo	Statewide Central Station	9/7/2023
Sean Raftery	American Alarm & Communications, Inc.	8/8/2023
Tanya Ramsey	Per Mar Security Services	8/9/2023
Tyler Randall	Avantguard Monitoring Centers	9/16/2023
Desirea Rankins	Affiliated Monitoring	10/15/2023
Amanda Reask	Interface Security Systems	9/13/2023
Jennifer Reyes	Interface Systems	9/4/2023
Alex Reynolds	Brinks Home Security	9/5/2023
Jermaine Richardson	Sebastian Corp	9/19/2023
K'ya Riddick	Affiliated Monitoring	10/30/2023
Jarrell Rivera	Allied Universal Technology Services	10/3/2023
Jordan Robertson	Interface Systems	9/4/2023
Tatiyonna Robinson	Vivint, Inc.	9/29/2023
Jose Rodriguez Lopez	Genesis Security Services, Inc	8/18/2023
Amelia Rogers	Kings III of America	8/24/2023
Mary Jane Ross	Cen-Signal	10/14/2023
Katie Rowe	City of Toronto (CA)	8/22/2023
Jenine Sams	DMC Security Services, Inc.	9/27/2023
Tracy SanMiguel	Alert 360	8/17/2023
Frances Santos	City of Toronto (CA)	9/18/2023
Iviana Scales	SimpliSafe Inc.	9/12/2023
Racquel Schaal	Vivint, Inc.	9/29/2023
Meagan Schultz	SimpliSafe Inc.	10/3/2023
Keisha Scott-Veals	Cen-Signal	10/15/2023
Matthew Searcy	Interface Systems	9/28/2023
Nyah Sedgwick	Security Central	9/1/2023
Joren Selinger	Avantguard Monitoring Centers	9/5/2023
Nina Shackelford	Interface Systems	8/31/2023
Dylan Sheehan	Brinks Home Security	10/23/2023
Davin Simmons	Interface Security Systems	8/16/2023
Terilyn Simms	Bay Alarm	9/21/2023
Chanda Sims	Avantguard Monitoring Centers	10/6/2023
Ashley Singleton	Affiliated Monitoring	10/20/2023
Alexandra Smith	Alert 360	9/10/2023
Kasondra Smith	Tech Systems Inc	9/12/2023
Lynn Snead	Security Central	10/18/2023
Keith Sorgie	Metrodial Corporation	9/5/2023
Megan Southard	Security Central	9/1/2023
Braxton Sprague	Avantguard Monitoring Centers	9/8/2023
Carmen Stafford	Federal Response Center	8/24/2023
Deborah Stalley	Avantguard Monitoring Centers	9/2/2023
Corrinne Stewart	Avantguard Monitoring Centers	8/2/2023
Deairra Stewart	Interface Security Systems	9/13/2023
Alyssa Marie Stewart	Smith Security	8/22/2023
Shannon Stockman	Avantguard Monitoring Centers	8/2/2023
Sharla Stovall	Brinks Home Security	10/30/2023
Joe Stuard	Alert 360	10/16/2023
Maria Stubblefield	Brinks Home Security	10/29/2023
Joseph Tarango	Kings III of America	8/24/2023
Julius Taurick	Electro Watchman Inc	10/22/2023

Name	Company	Graduated
Devin Taylor	COPS Monitoring- New Jersey	8/26/2023
Ashley Taylor	National Monitoring Center	10/6/2023
Nicholas Tejirian	Sebastian Corp	9/6/2023
Katie Thomas	ESC Central	8/30/2023
Gregory Thompson	Interface Systems	10/25/2023
Michael Thompson	Interface Systems	10/25/2023
Liana Tiffany	Avantguard Monitoring Centers	9/24/2023
Crystal Torres	Dispatch Center, LTD	8/22/2023
Tamara Totten	Scarsdale Security Systems, Inc.	9/15/2023
Andrew Tran	Tech Systems Inc	8/7/2023
Cecilia Trible	Dynamark monitoring	10/19/2023
Senh Tsan	ADT By Telus (CA)	8/22/2023
Jamie Turnage	Alert 360	9/15/2023
Ronald Tyler	Tech Systems Inc	10/25/2023
Norma Valdez	Brinks Home Security	10/22/2023
Ramon Valenzuela	Scarsdale Security Systems, Inc.	9/15/2023
Samantha Valladares	Federal Response Center	8/2/2023
Anthony Vang	Vivint, Inc.	9/28/2023
Janice Vanni	Statewide Central Station	10/6/2023
AJ Velasquez	Interface Systems	8/23/2023
Jeanine Wade	All-Guard Alarm Systems, Inc	8/1/2023
Diana Wagner	COPS Monitoring- New Jersey	8/23/2023
Scott Walker	Cen-Signal	10/17/2023
Dominique Washington	Allied Universal Technology Services	8/25/2023
Jasmyn Watts	Centralarm	8/23/2023
Camela Webb	Kings III of America	8/23/2023
Kimberly Wheelhouse	SimpliSafe Inc.	10/31/2023
Karen Whitbeck	COPS Monitoring- New Jersey	9/2/2023
Alexis Whitely	Avantguard Monitoring Centers	10/7/2023
Nalayyah Williams	Affiliated Monitoring	10/15/2023
Monique Williams	Affiliated Monitoring	10/12/2023
Nadia Williams	Clearview Securities, Inc.	8/30/2023
Erica Williams	CRC	9/6/2023
Darrell Williams	SimpliSafe Inc.	10/31/2023
Rashad Williams	Tech Systems Inc	10/25/2023
Abigail Wilson	Avantguard Monitoring Centers	10/11/2023
James Wilson	Avantguard Monitoring Centers	10/3/2023
Nathanael Wilson	Avantguard Monitoring Centers	8/30/2023
April Wilson	Center for Domestic Preparedness	8/19/2023
Kelly Windsor	Doyle Security	8/18/2023
Gentry Wolf	Avantguard Monitoring Centers	9/29/2023
Eli Woods	COPS Monitoring- New Jersey	9/11/2023
Latoya Wright	Metrodial Corporation	9/14/2023
Amanda Wynn	Avantguard Monitoring Centers	10/5/2023
Pajai Xiong	Alert 360	8/18/2023
Sam Zamnuik	Cen-Signal	10/12/2023
Maria Zavala	United Central Control	8/17/2023

Operator Level 2
Training Graduates

Name	Company	Graduated
Mujaahid Ali	City of Toronto (CA)	10/24/2023
Hannah Ashmead	Federal Response Center	8/25/2023
Ruben Avila	Sebastian Corp	10/23/2023
Hector Bauzo Rivera	Genesis Security Services, Inc	8/25/2023
Kiera Bottoms	SMART Security Pros, LLC dba Mobile Video Guard	8/21/2023
Shanavea Brooks	SMART Security Pros, LLC dba Mobile Video Guard	9/28/2023
Anais Byrd	SMART Security Pros, LLC dba Mobile Video Guard	8/20/2023
Maxime Charette	Commissionaires (CA)	8/3/2023
Natalie Chavez	Alarmco	9/10/2023
Eric Cooper	COPS Monitoring- New Jersey	9/7/2023
Erika De La Pena	Valley Security & Alarm	8/31/2023
Benjamin Delaney	Commissionaires Ottawa (CA)	10/25/2023
Luke Drew	Operational Intelligence Center	9/26/2023
Karan Driscoll	Alarmco	8/27/2023
Lakeesha Dumont	*Not given*	10/9/2023
Steven Fernandez	DGA Security	10/22/2023
Jenna Frazier	SMART Security Pros, LLC dba Mobile Video Guard	10/7/2023
Peter Graham	Paladin Technologies (CA)	9/26/2023
Cassandra Griffin	Kings III of America	10/25/2023
Anish Gupta	Commissionaires Ottawa (CA)	8/9/2023
Rasheeka Hart	SMART Security Pros, LLC dba Mobile Video Guard	8/19/2023
Dara Hawkins	Allied Universal Technology Services	10/16/2023
Amber Hernandez	Bay Alarm	8/3/2023
Kirk Hixenbaugh	Securitas Electronic Security	10/9/2023
Louis Hudson	SMART Security Pros, LLC dba Mobile Video Guard	8/16/2023
La Porsha Irby	Alarmco	8/30/2023
Jasmine King	Per Mar Security Services	10/20/2023
Eric Knight	Operational Intelligence Center	10/9/2023
Natalie Lawson	Secureway (CA)	9/13/2023
Chingyin Lee	SMART Security Pros, LLC dba Mobile Video Guard	8/19/2023
Jordan Leslie	Federal Response Center	9/21/2023
Kaitlyn Levels	Federal Response Center	9/26/2023
Taylor Malone	National Monitoring Center	10/4/2023
Kyla Mcneil	Commissionaires (CA)	8/20/2023
Darion Morales	Audeamus dba Sebastian Corp	10/26/2023
Blanca Morales	Engineered Protection Systems Inc	8/12/2023
Alexus Mosley	SMART Security Pros, LLC dba Mobile Video Guard	8/24/2023
Steven Nichol	City of Toronto (CA)	8/10/2023
Gage Null	Federal Response Center	9/26/2023
Lukas Paskonis	City of Toronto (CA)	10/15/2023
Lorena Perez Cristanos	Bay Alarm	9/5/2023
Carolane Picard-Bourdeau	City of Toronto (CA)	9/4/2023
Carrie Prather	Per Mar Security Services	8/22/2023
Colin Rice	SimpliSafe Inc.	9/1/2023
Maria Rious	SMART Security Pros, LLC dba Mobile Video Guard	8/17/2023
Jose Rodriguez Lopez	Genesis Security Services, Inc	8/25/2023
Joshua Santos	City of Toronto (CA)	10/13/2023
Frances Santos	City of Toronto (CA)	10/11/2023
Daniel Selig	Bay Alarm	9/20/2023
Latisha Smith	SMART Security Pros, LLC dba Mobile Video Guard	9/19/2023
Shasta Stiles	*Not given*	8/13/2023
Monica Tyquiengco	Bay Alarm	10/11/2023
Salvador Valdez	Kings III of America	9/17/2023
Kara Whiting	Amherst Alarm, Inc.	9/7/2023
Wilbur Wiley	Federal Response Center	9/3/2023

TMA's ASAP-to-PSAP Reaches 139

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

Alabama
Montgomery
Morgan County
Talladega County

Arkansas
Little Rock

Arizona
Chandler
Paradise Valley
Phoenix
Tempe
Tucson

California
City of Riverside

Colorado
City & County of Denver
El Paso County
Jefferson County

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

Georgia
Alpharetta
Atlanta
Augusta/Richmond
Chatham County
Dekalb County
Henry County

Indiana
City of Lawrence
Hendricks County
IndyMarion County

Kentucky
Kenton County
Owensboro-Daviess

Maryland
Baltimore City
Prince George's County
Queen Anne County

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

Missouri
Boone County

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

New York
Broome County
Cayuga County
Gennessee County
Lewis County
Monroe County
Oneida County
Onondaga County
Ontario County
Oswega County
Seneca County
Suffolk County

Ohio
Cincinnati
Delaware County
Dublin
Hamilton County
Licking County
Westerville

Oregon
Deschutes County

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

Tennessee
Bradley County
Brentwood
Hamilton County
Memphis
Murfreesboro
Nashville
Williamson County

Texas
Beaumont
Bell County
Burleson
Denton County
Fort Worth
Galveston County
Grand Prairie
Harris County
Highland Park
Irving
Houston
Missouri City
Plano
Rockwall
Williamson County

Virginia
Arlington County
Chesapeake
Chesterfield County
City of Richmond
Colonial Heights
Fairfax County
Hanover County
Harrisonburg- Rockingham
Henrico County
James City County
Leesburg
Loudoun County
Martinsville-Henry County VA
Mecklenburg County
New River Valley
Newport News
Portsmouth
Powhatan County
Prince William County
Roanoke
Virginia Beach
York County

Wisconsin
Brown County
Dane County
Kenosha County

Washington
City of Seattle
Clark County
Kitsap County
Snohomish County
Tacoma Pierce County
Thurston County
Valley Comm, Kent, WA

Washington DC