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TMA WELCOMES NEW CHIEF OF STAFF

November 24, 2025, McLean, VA – The Monitoring Association (TMA) is pleased to announce the appointment of Jessica Franklin to the organization’s newly created position of Chief of Staff. An accomplished association professional with nearly 20 years of experience, Franklin’s talents span event planning, operations, and customer service. Today is Franklin’s first day at TMA.

“I am honored to step into this pivotal new role at TMA,” commented Franklin. “This role presents an exciting opportunity to work closely with the association’s leadership and help drive the initiatives that advance TMA’s mission. I look forward to working closely with our members and stakeholders to enhance the value we deliver and to support the continued growth and impact of the association and the industry.”

TMA CEO Whitney A. Doll said, “Jessica brings a unique combination of talents and skills to our team at TMA. She is an outstanding leader who has consistently demonstrated the ability to connect with stakeholders at all levels. Her energy and commitment to service excellence will be an asset to TMA as we look to future growth.”

As Chief of Staff, Franklin will serve as a strategic advisor and thought partner to the CEO and provide cross-functional collaboration and project management. Additionally, she will lead the planning and execution of TMA meetings and events, including the Mid-Year Meeting, Annual Meeting, OPSTech, and other TMA-sponsored receptions, dinners, and events.

Franklin can be contacted by email at jfranklin@tma.us or by phone at (703) 660-4917.

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About The Monitoring Association

The Monitoring Association (TMA), formerly the Central Station Alarm Association (CSAA), is an international non-profit trade association representing professional monitoring companies, security systems integrators, and providers of products and services to the industry. Incorporated in 1950, TMA represents its members before Congress and regulatory agencies on the local, state, and federal levels, and other authorities having jurisdiction (AHJs) over the industry. Learn more online at <https://tma.us/about-tma/>.

