

Marketing: Technology
vs Humanity

Spotlight on Multi-Family
Market: Video Surveillance

Monitoring and
Agentic AI

WINTER 2025-26 | WWW.TMA.US

DISPATCH

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On the Line

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Our industry is facing a growing skills-transfer challenge that affects every stage of alarm response and on-site resolution. To help bridge this divide, many organizations are beginning to explore AI-supported tools. Learn how your business can achieve greater success.



On the Line

A serious regulatory proposal now under review by the Federal Communications Commission (FCC) has the potential to significantly disrupt the alarm and life-safety industry nationwide. A company called NextNav has petitioned to acquire a portion of the lower 900MHz band where many low power alarm devices currently operate. If this proposal goes through, harmful interference and channel crowding could result in the widespread failure of current alarm devices and a significant threat to lives and property. Replacing potentially hundreds of millions of devices could cost billions, overwhelm technicians, and disrupt supply chains. While this is not yet a crisis, it is a clear warning—and the time to act is now.

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Reflection on 2025 With A Message of Gratitude



“Being part of a professional community is about connection, shared purpose, and the collective energy we bring to advancing our mission together.”

As we come to the close of another year, I find myself reflecting on what truly makes The Monitoring Association (TMA) strong. It isn't just our programs, our publications, or our events—it's our people. Being part of a professional community is about connection, shared purpose, and the collective energy we bring to advancing our mission together.

There is a simple saying that feels especially fitting this time of year: ***You get out what you put in.*** Over and over in 2025, I have seen this principle come to life within our association. Members who chose to engage by attending meetings, volunteering on committees, mentoring peers, sharing expertise, or speaking up with ideas—didn't just contribute to the organization; they gained new perspectives, stronger professional relationships, and a deeper sense of belonging. Active engagement creates a virtuous cycle: the more we invest, the more value we all receive.

[4]

I want to express my sincere gratitude to the many individuals who gave their time, knowledge, and talents this year. Our volunteers, board members, committee leaders, speakers, mentors, and behind-the-scenes contributors are the heartbeat of this organization. Your willingness to step forward and serve made it possible for us to advance key initiatives, support our members' professional growth, and strengthen our voice within the industry in 2025. These contributions—often made on top of already full schedules—do not go unnoticed, and they make a lasting impact.

Equally important, I want to thank every member who engaged in ways both large and small. Whether you asked a thoughtful question, shared a resource, welcomed a new member, or simply showed up ready to learn, you helped foster a culture of collaboration and

mutual support. That culture is one of our greatest assets.

As president, I am continually inspired by the generosity and professionalism of this community. The willingness to share lessons learned, support one another through challenges, and celebrate collective successes reinforces why our association matters. These connections extend beyond any single year and strengthen us for the long term.

As we look ahead to the New Year, I am filled with optimism. There are exciting opportunities on the horizon and important goals we are ready to pursue together. I am confident that by continuing to engage, collaborate, and support one another, we will accomplish great things.

I look forward to partnering with you in the year ahead as we continue to strengthen our community and move our organization forward—together. **M**

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Looking Ahead: Building A Future-Ready Industry



The close of 2025 is more than just the end of another calendar year; it marks a milestone for The Monitoring Association (TMA) – 75 years of uniting and advancing professional monitoring. 2025 also set the stage for what will be an even more dynamic and transformative year in 2026. This is a pivotal moment for our industry, and I'm looking forward to partnering with you as we tackle the opportunities and challenges of a new year.

Celebrating a Strong 2025

Our 75th anniversary provided the perfect backdrop for a year that reaffirmed TMA's value, energy, and forward momentum. We continued to deliver on our core mission: advancing the professional monitoring industry through education, advocacy, and standards.

A few highlights stand out:

TMA's 2025 events demonstrated

the strength and momentum of our community. Our webinars, training sessions, and other meetings equipped attendees with actionable insights around technology, operations, workforce development, leadership, and innovation. In particular, OPSTech 2025 welcomed over 150 monitoring and security professionals – the largest attendance in the event's five-year history – for hands-on sessions, roundtable discussions, and a behind-the-scenes monitoring center tour.

Now in partnership with Mission Critical Partners, ASAP achieved major milestones in 2025, including the successful completion of software development for ASAP 3.0 and the onboarding of new monitoring centers adding more than 3 million accounts to the service. ASAP 3.0 introduces significant enhancements such as faster dispatch times, the ability to transmit Alarm Validation Scores (AVS), and the delivery of rich data, including video and live links, to improve situational awareness for emergency communications centers.

We continued to champion programs that strengthen industry credibility. From certification and monitoring center designations, to advocacy and standards work, TMA remained a trusted partner for members seeking to elevate their operations. This year the Alarm Industry Communications Committee (AICC) was a vocal and impactful voice on the national stage fighting for

our industry's needs and opposing the harmful NextNav proposal.

Through these milestones, TMA reinforced its foundational premise to bring together the professional monitoring industry to improve standards, advance training, and ultimately save lives and property.

A Vision for 2026 and Beyond

As the world evolves, so must we. The technological developments reshaping security offer tremendous opportunity for growth, innovation, and improved safety. From AI-driven advancements to video verification and smart home integrations, we must prioritize more than just a new tool. We must commit to equipping our workforce, updating our standards, and preserving our dedication to creating safety and security. That's where TMA's role becomes more critical than ever.

In 2026, TMA will deepen its commitment to preparing the workforce and organizations for a rapidly evolving technological landscape. We will expand access to training, online education, and certification programs to ensure monitoring centers and security companies have the knowledge and skills required for the market of tomorrow. At the same time, we will continue to strengthen industry bonds through more robust networking opportunities, from in-person events and committee meetings to peer-led roundtables, mentorship initiatives, and knowledge-sharing webinars.

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Wishing You a Prosperous 2026

As the new year begins, we thank you for your continued partnership and trust.

May 2026 bring growth, opportunity, and continued success for your business.

We look forward to achieving great things together in the year ahead.



TMA Dispatch, Winter 2025-26

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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: Alan Gillmore IV, Cleveland, OH

Vice President: Daniel Oppenheim, Union, NJ

Vice President: Mike Picciola, Boca Raton, FL

Vice President: Wes Usie, Shreveport, LA

Secretary: Justin Bailey, Ogden, UT

Treasurer: Shannon Woodman, Seattle, WA

Immediate Past President: Steve Butkovich, Charlotte, NC

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Leigh A. McGuire

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Bryan Ginn

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CEO continued from page 7

We will also continue advancing standards and best practices to support consistency, reliability, and public safety as new technologies emerge. Our expert committees will lead efforts to draft and update standards that help members stay ahead of compliance and operational expectations. And, by expanding our member resources, we will ensure that every member has the tools needed to adapt, grow, and excel.



Team TMA (l to r): Bryan Ginn, Jessica Franklin, Leigh A. McGuire, Whitney Doll, Karen Monroe, and Julie Webber.

To chart a clear path, TMA's Long-Range Planning Committee will meet in the beginning of 2026. Industry leaders will come together to envision our future. We will examine current trends, forecast potential disruptions, discuss member needs, and set strategic priorities for the next few years.

Why This Matters

The security ecosystem is undergoing rapid transformation. More than ever, customers expect solutions that are smart, seamless, integrated, and reliable. But behind those promises must be people: trained, professional, and accountable.

TMA's mission is essential for industry success. TMA will help the industry as it adopts new video technology, cloud-

based tools, and cybersecurity-conscious operations. Under TMA's umbrella of training, standards, networking, and resources, our members will not just adapt. They will thrive.

A Call to Action

As you prepare for 2026, I ask that you consider your own involvement. *How do you plan to make the world a better place?* TMA welcomes your involvement with open arms. I encourage you to find a



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 **The Monitoring Association**

Call to Action:

Protecting the Systems That Protect Us All



A serious regulatory proposal now under review by the Federal Communications Commission (FCC) has the potential to significantly disrupt the alarm and life-safety industry nationwide. While this is not yet a crisis, it is a clear warning—**and the time to act is now.**

The FCC is considering changes that would allow high-power 5G operations in the Lower 900 MHz band. This same spectrum is currently used by low-power alarm, life-safety, and Z-Wave devices that protect tens of millions of homes and businesses every day. These include burglary and fire alarm sensors, cameras, wireless keypads, smoke and carbon monoxide detectors, panic buttons, electronic access control (EAC) devices, personal emergency response systems (PERS), and a wide range of Z-Wave-enabled peripherals.

These systems depend on reliable, interference-free communication to function safely and effectively. Removing existing protections could allow high-power 5G signals to

Industry Association (SIA) clearly demonstrates that under the proposed rules, alarm, life-safety, and Z-Wave devices may no longer operate properly.

Even more concerning, existing 900 MHz operations could be forced to shut down if accused of interfering with 5G services. Replacing potentially hundreds of millions of affected devices would cost billions of dollars, overwhelm technicians, strain supply chains, and create widespread disruption across the industry.

This is not another 3G sunset—yet. But the warning signs are unmistakable, and this is our window to prevent a preventable crisis.

How You Can Help

Your involvement is critical. Financial contributions support the legal counsel, technical analysis, FCC filings, and advocacy efforts needed to challenge this proposal effectively. Every dollar directly fuels the fight to protect alarm, life-safety, and Z-Wave systems nationwide.

Equally important, submit comments to the FCC explaining how this proposal would affect your operations, your customers, and public safety. Regulators need to hear real-world impacts from those on the front lines. Finally, help mobilize the industry by sharing this alert with colleagues, partners, and allied associations to amplify our collective voice.

Without your support, our ability to act is limited—and time is running out.

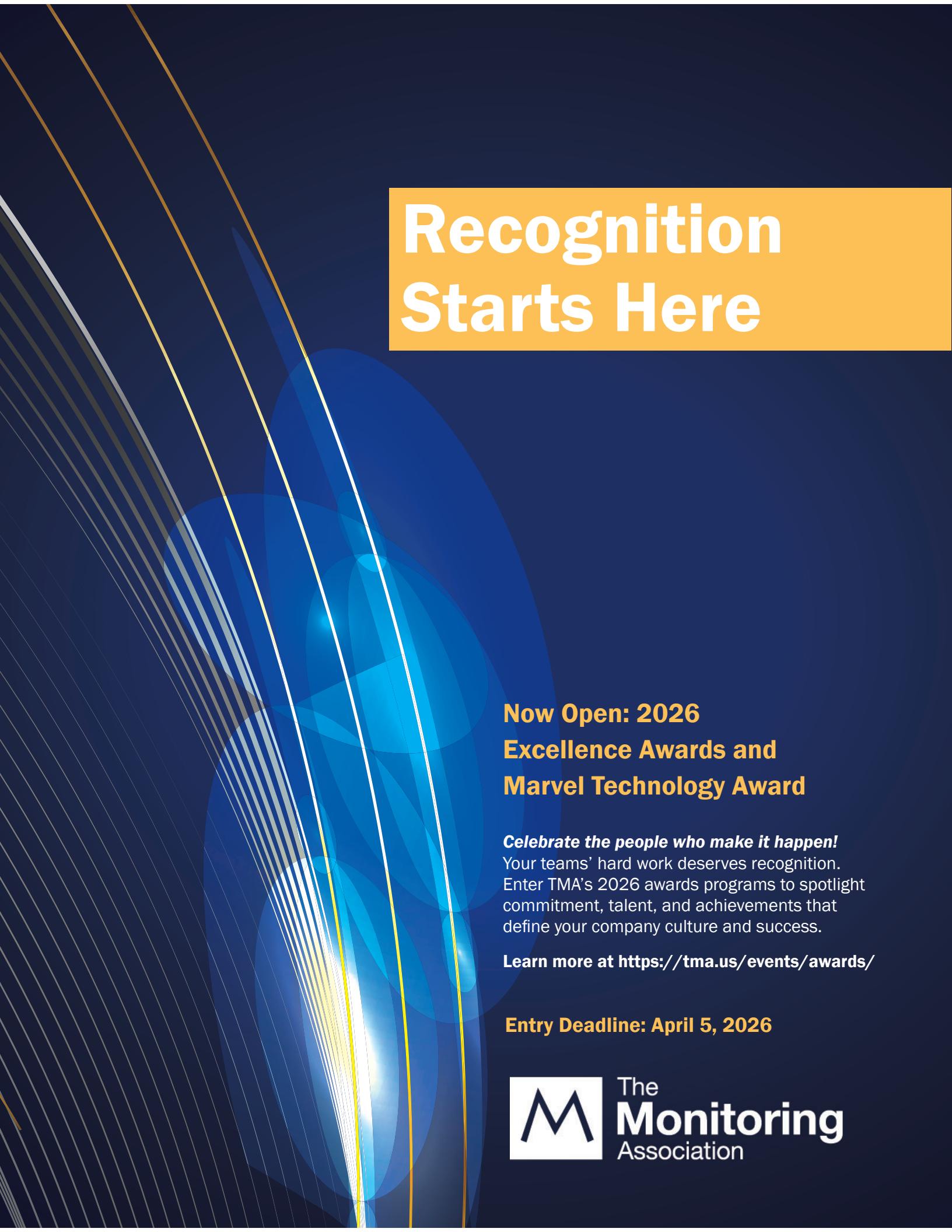


overwhelm low-power devices, causing communication failures. The result could be alarms that don't signal, life-safety devices that don't respond, and systems that fail when they are needed most—putting people, property, and first responders at risk.

Industry analysis underscores the seriousness of this threat. A detailed engineering study commissioned by the Security

To learn more, visit our resource page at <https://tma.us/advocacy/nextnav-proposal-to-the-fcc/> or contact our team for updates, talking points, and shareable materials.

We also encourage you to join an upcoming AICC meeting to dive deeper into the proposal, understand the risks, and learn how you can be part of the effort to protect the systems that protect us all. **M**



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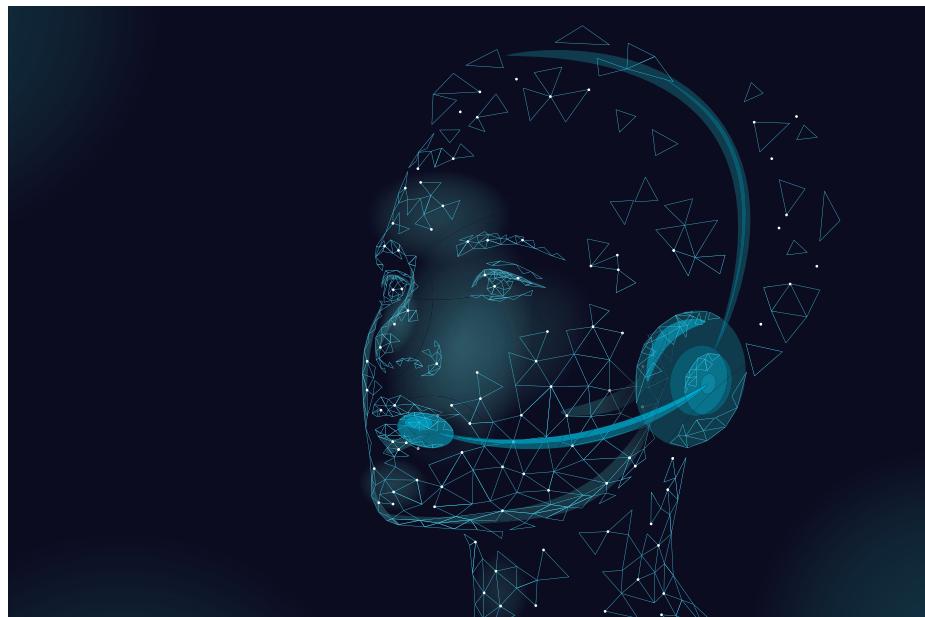
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Entry Deadline: April 5, 2026



Why Monitoring Will Never Go Back After Agentic AI

By Steve Reinhartz, CEO/CTO and founder of Robotic Assistance Devices, Inc. (RAD) and Robotic Assistance Devices Group (RAD-G)



There will come a time when we look back at the old model of security monitoring and wonder how it lasted as long as it did. Rooms filled with screens, rows of operators watching for something that might happen, and long stretches where nothing did. It was the definition of a process limited by human endurance. Valuable people were asked to perform tasks that were repetitive, mentally draining, and ultimately unsuited for the way modern risk emerges.

Every major technological shift has followed a familiar pattern. Tasks that rely on constant repetition eventually move to systems that can execute them without fatigue. Manufacturing saw

this evolution. Telecom saw it. Now the monitoring community is seeing its own version as agentic AI enters the mainstream.

Agentic AI is not just another tool that adds a layer of automation. It represents a different category of capability. These systems can observe, analyze context, decide on a course of action, and carry it out within defined parameters. They take on the routine work that has historically weighed down monitoring operations. Instead of waiting for an operator to notice a change on a screen, agentic AI can surface meaningful events instantly, verify patterns, and document its process in real time.

This shift is already changing how monitoring centers structure their teams. Operators are moving into roles that focus on oversight, judgment, and customer interaction rather than endless visual scanning. Centers that once required large numbers of eyes to maintain performance are finding that efficiency improves when AI handles the heavy lift and humans apply judgment where it matters most. It is not a reduction of human value. It is a reallocation of it.

As with any transition, there is a natural mix of curiosity and hesitation. Some organizations are still evaluating where agentic AI fits, while others have begun to integrate it into daily operations. Early results suggest that centers embracing this model gain speed, consistency, and a higher level of situational understanding across large camera networks.

The bigger picture is that the industry is entering a new phase. Monitoring is shifting from passive observation to active intelligence. The role of the operator is evolving from watcher to orchestrator. Agentic AI is becoming the connective tissue that allows monitoring centers to scale, adapt, and deliver stronger outcomes with more predictable quality.

In hindsight, this evolution will feel inevitable. It is simply the moment when security monitoring catches up to the rest of the modern world. **M**

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Stop Marketing Technology; Start Marketing Humanity

By David Morgan, TMA Marketing Co-Chair and Co-Founder, SD Marketing



AI is making your monitoring service look like a commodity.

Not because it is one. Because you're marketing it like one.

Here's what's happening: Technology gets better. Algorithms verify faster. Cloud platforms integrate seamlessly. And suddenly, every pitch deck looks identical, redundant centers, UL-listed operations, sub-60-second response times. The specs that used to differentiate you? They're now the price of entry.

Meanwhile, you're drowning trying to maintain omnipresence. LinkedIn posts.

Google Ads. Trade show booths. Email campaigns. You're burning through limited budget and skeleton crews trying to be everywhere, while the one thing that actually makes you irreplaceable sits unused in your incident logs.

Here's what most monitoring centers get wrong: They're marketing technology in a technology arms race they cannot win. DIY platforms will always be cheaper. AI will always be faster. If you compete on specs, you're competing on a battlefield designed for you to lose.

Here's what the winners are doing differently: They're marketing the

moments when human judgment saved the day.

The operator who noticed that three inconclusive signals from one location in 72 hours wasn't random, it was a pattern indicating equipment tampering. The 2am call where instinct overrode the algorithm's all clear because something felt off. The dispatcher who talked a panicked customer through a medical emergency while coordinating response.

These aren't edge cases. They're your daily reality. And they're sitting in your logs right now, unmonetized.

Here's your 48-hour implementation:

1. Audit your last 90 days of incident reports
2. Find 3-5 moments where human judgment mattered, where an operator's experience, intuition, or pattern recognition caught something automation would have missed
3. Turn each into a 200-word story with this structure: At [time], [what happened], [what the operator noticed that technology didn't], [what would have happened otherwise]
4. Rotate these stories across whatever channels you CAN maintain, your website, dealer presentations, email signatures, trade show conversations

Marketing continued on page 28



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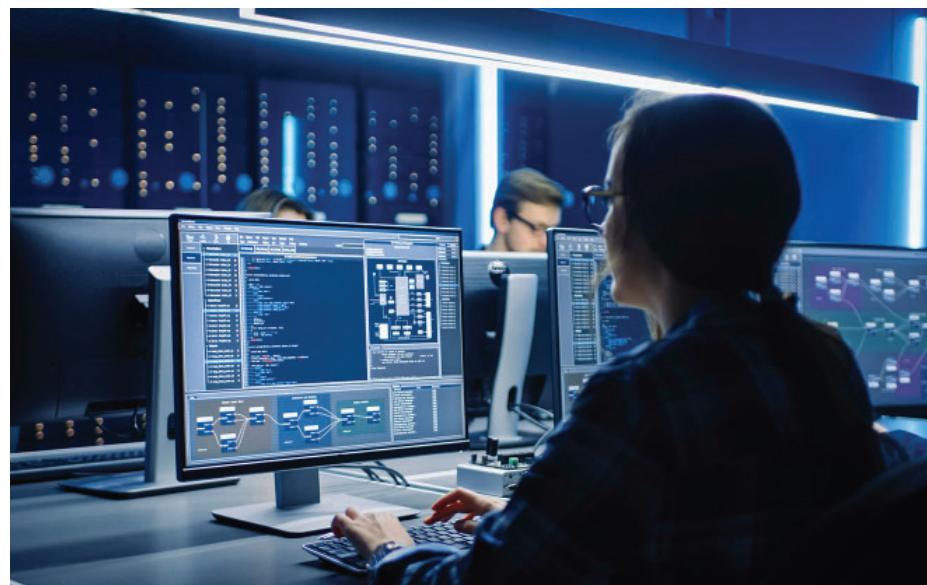
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Get to Zero; Reducing Unnecessary Dispatches with AVS-01

Mark McCall, Co-Chair, TMA Standards AVS-01 Committee



In the electronic security industry, the ANSI/TMA-AVS-01 Alarm Validation Scoring Standard stipulates that monitoring centers adopt standardized metrics and language classifications when assessing burglar alarm activations. The more precise the classification, the smarter the response. At the center of the “Get to Zero” philosophy is AVS Level 0, which identifies alarm events verified as not requiring a call for service to an emergency communications center (ECC).

Why This Matters Now

Many law enforcement agencies are reevaluating their alarm response policies due to stretched resources. Monitoring centers that document consistent, defensible classifications and reduce unnecessary calls align with how ECCs prefer to triage incidents. AVS-01 is explicitly intended to support law enforcement resource allocation and call for service prioritization, and verified alarms are commonly given higher-priority responses in many jurisdictions. Even minor improvements compound; for example, if a center processes ~100,000 alarms a year, a five-point lift

in its Level 0 rate could avert roughly 5,000 dispatches.

Performance around the industry shows what's possible. Centers that combine disciplined SOPs with strong verification, user/app cancellation, video or audio review, and system analytics routinely achieve about 90% Level 0 for certain alarm types. Results vary by alarm type and customer mix, but the direction is clear: more verification, fewer unnecessary dispatches, and stronger credibility with partners.

Get to Zero is the mindset of maximizing those Level 0 determinations. It isn't a program or certificate; it's an operational commitment to prevent unnecessary calls for service, so law enforcement officers are available when it truly matters. This translates into disciplined reporting, clear SOPs, practical training, rigorous verification, and collaboration with alarm dealers and public-safety partners.

Level 0 in Plain Terms

Level 0 means verified no dispatch. Evidence suggests that law enforcement intervention isn't necessary. Verification can come from several sources: a user who cancels through an app or on a callback, video or audio that shows no unauthorized activity, or system data

Standards continued on page 22

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Spotlight on Multifamily Market: Video Surveillance

By Elizabeth Parks, President and Chief Marketing Officer, Parks Associates



Video surveillance systems and live video monitoring service in MDU are in scaling high demand and increase the value of the property. Parks Associates research finds security cameras and proactive monitoring services are of greatest interest to multifamily residents for choosing a future home. Approximately a third of apartment renters are willing to pay an additional \$60 per month amenity fee for a complete smart home and security amenity package, representing an \$8.5B market opportunity for multifamily.

Community safety concerns are widespread. Seventy percent of

apartment renters and 66% of condo owners rate security cameras around the property as important for a new home. The Net Promoter Score (NPS)¹ turns positive only after four or more safety measures (e.g., cameras, access control) are implemented.

The most desired safety features include video doorbells, outdoor lighting, and security cameras in shared areas, alongside a growing demand for proactive, professional monitoring. Thanks to advancements in cloud technology, AI-powered video analytics, and automation, this level of monitoring is now both scalable and affordable.

Where traditional camera setups might generate over 10,000 alerts in just 24 hours, cloud-based video AI can reduce that volume to just 4–6 actionable alerts per camera, dramatically improving signal-to-noise ratio and operational focus. This evolution is also placing Multifamily into a valuable target segment for the monitoring industry along with construction, oil and gas, manufacturing and other traditional sectors.

MDU Offerings and Motivations

Multifamily is a prime target, with heavy investment in amenities such as access control, intrusion detection, and monitoring paired with video surveillance. Sixty-eight percent of multifamily owner/operators now offer property video surveillance as an amenity on over half of their property portfolios. High-end (Class A) properties are more likely to offer integrated surveillance as part of broader smart amenity packages.

In terms of satisfaction, video surveillance also has a high NPS rating among MDU owners/operators, with a rating of 26, second only to EV charging. Surveillance systems are deployed to improve operational efficiency, reduce crime, enhance resident satisfaction, reduce OpEx, and increase NOI. This is a clear point throughout the discussion

around video monitoring, but it is a big value-add when targeting MDU.

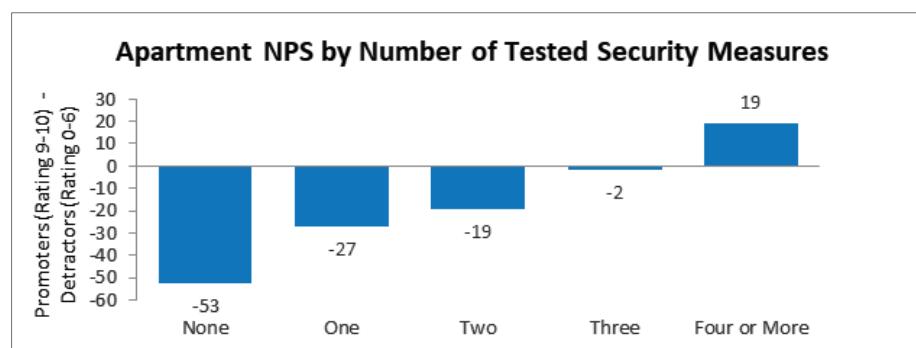
Operators report the average impact of smart building deployments includes 16% reduction in safety/security incidents.

Role of AI Cloud Analytics in Monitoring for MDUs

Pure cloud AI video platforms can support multi-vendor environments and can add intelligent analytics to existing feeds without requiring hardware replacement or adding capital expenditures for new appliances to connect cameras to cloud.

At the same time, MDUs work with an average of 21.5 property technology vendors, with 41% reporting challenges managing vendor fragmentation, especially in access control and video surveillance. Networking management is another significant pain point, as there is typically no MSP (managed service provider) responsible for managing the network as a whole. This complexity is compounded by the physical environment itself: multifamily properties often include multiple access points and significant activity.

Here, cloud infrastructure can aggregate and unify data from other systems like access control, environmental sensors,



legacy CCTV installations and property management tools in single pane of glass. AI-powered cloud video analytics process continuous video streams, analyze behavior for suspicious activity, and streamline communication with the video monitoring center

Conclusion: Enabling Scalable Monitoring Deployments

Cloud-based video analytics and agentic AI technologies are driving major advancements in B2B monitoring by enabling scalable, hardware-agnostic deployment and seamless integration with existing infrastructure. Monitoring centers can retrofit legacy systems and leverage AI through software-defined platforms, unlocking capabilities far beyond security like predictive maintenance, occupancy analytics, SOP-compliance and more.

These capabilities are transforming the roles of key stakeholders. Video monitoring centers can scale AI without new hardware, while traditional security stations are evolving from panel-based alarms to workflows that combine alarm data with AI-enhanced video—helping manage labor constraints and exploded IP camera use. Systems integrators are also capitalizing on this shift by bundling AI-driven incident management and reporting tools into their offerings, particularly in high-traffic commercial and multifamily projects. Cloud AI-powered video analytics natively integrated into pure cloud VMS and incident management, and reporting platforms are a key differentiator in delivering intelligent, flexible monitoring services. 

¹Net Promoter Score, or NPS, is a widely used customer loyalty and satisfaction metric that measures how likely customers are to recommend a company, product, or service to others.

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Five Diamond - Certified companies are committed to serving the public and AHJs through the professional development and standardization of training.

Learn more at <https://tma.us/programs/>



Bridging the Knowledge Gap in Service Operations and Monitoring

By DC Jayasundera, Thalamus Labs



Leaders of monitoring, security, fire & life safety organizations into installation and field service operations are facing a growing skills-transfer challenge that affects every stage of alarm response and on-site resolution. As experienced technicians and operators retire or move into supervisory roles, years of practical knowledge are leaving the workforce. At the same time, newer team members expect fast, searchable answers on the devices they carry not long PDF manuals, scattered SOPs, or legacy binders.

This shift has widened an operational gap between central stations and field-

service teams. Critical knowledge exists but accessing it at the moment of need is becoming increasingly difficult. The result is longer escalation chains, slower troubleshooting, and inconsistent service outcomes across monitoring, dispatch, and installation teams.

To help bridge this divide, many organizations are beginning to explore AI-supported service assistants that centralize and surface institutional knowledge in real time. These tools don't replace human expertise; instead, they ensure that every technician new or seasoned can access clear, accurate guidance the moment they need it.

Modern language-model systems can interpret technician questions, locate relevant instructions, and return concise steps based on manuals, ticket histories, troubleshooting notes, and other internal resources. Unlike static documents, these systems continue to learn from field usage, improving over time as technicians interact with them.

Implementing this type of assistant typically involves three foundational components:

1. **A structured repository of internal knowledge** – manuals, SOPs, ticket logs, historical troubleshooting notes
2. **A technician-friendly mobile or tablet interface** – fast, simple, focused on real-time field use
3. **A language-model engine** – tuned to monitoring and life-safety terminology

Many organizations start by loading high-value manuals or frequently used SOPs and expand the knowledge base over time. Feedback from operators and field technicians plays a critical role in refining and improving system accuracy.

“Critical knowledge exists but accessing it at the moment of need is becoming increasingly difficult.”

Guest continued on page 23

Standards continued from page 17

that clearly indicates a non-actionable cause, such as an environmental trigger or a known equipment issue.

In practice, the operator's question is straightforward: for each Level 1, what additional verification would be required to achieve a confident Level 0 before contacting the ECC? If the answer is a secondary call, a quick video check, or a note we failed to consult, there's a process opportunity to capture.

Build the Foundation: Embed Measurement in the Workflow

You can't improve what you can't see. Integrate AVS-01 reporting into the daily workflow, not quarterly. Define the metric simply: Level 0 rate = Level 0 alarms ÷ total alarms for the period. Segment by alarm type and verification method to prevent patterns from disappearing in averages. A weekly report maintains focus without data fatigue, especially if it highlights the small set of sites that drive the majority of preventable dispatches.

Don't just count outcomes; capture why dispatch occurred. For every "no findings" call, note what was missing: a secondary call that didn't happen, a video that wasn't checked, or an ambiguous SOP step. Those notes become targeted fixes that stick.

Make Procedures Crystal Clear

If borderline decisions depend on who's on shift, you don't have a process, you have a coin toss. SOPs should be short, visual where possible, and written like a decision tree: user/app cancel → video or audio review → system analytics → dispatch only if uncertainty remains. Keep the path to Level 0 obvious when evidence justifies it, and require documentation so the next operator can see the same reasoning.

Training turns procedures into a habit. Quarterly micro-sessions (20 – 30 minutes) built around real clips and notes sharpen judgment and keep AVS-01 classifications consistent across the team. Quality assurance closes the loop: sample 5% – 10% of handled alarms

each week to identify missed verifiers and fuzzy notes, then coach with specific details.

Reduce False Alarms at the Source

Every false alarm you prevent is an unnecessary call you'll never debate. Enhanced Call Confirmation (ECC, and previously known as Enhanced Call Verification, or ECV) should be standard secondary outreach before escalation, and compliance should be tracked at the operator level. Clients benefit from straightforward education that's easy to overlook: arming/disarming routines, holiday schedules, cleaner/vendor access, and pet-friendly settings that match reality. Small nudges can be helpful, such as sending short reminders ahead of seasonal changes or site events.

Technology and process share the load. Proactive system health checks, especially for sensors that repeatedly generate non-actionable trips, pinpoint equipment that's due for replacement or repositioning. Pattern analysis surfaces recurring issues (same day/time each week, a specific zone after opening). Sometimes, the fix is a schedule adjustment; sometimes, it's a hardware issue. Modern sensors that more accurately detect human presence can significantly reduce Level 1 volume.

See It, Don't Dispatch It

Video and audio turn guesswork into decisions. If a site has video, checking it should be required before dispatch, with a documented reason provided when footage is unavailable or too slow to retrieve. Audio talk-down can resolve many situations without escalation and creates useful context for later review. Analytics add another layer: signals that flag human presence, recognize known users, or detect low-priority patterns help operators move faster and defend their choices in the log.

This is as much a matter of workflow as technology: operators need a fast, two-click scan, not a click maze, and a clear wait-time threshold for clip retrieval. Once it's reached, move to an alternate verifier and log the reason code. Track the outcome: the percentage of alarms

with video/audio reviewed pre-dispatch and the resulting lift in the Level 0 rate.

Collaborate to Move the Baseline

No single center has all the answers. Industry associations (i.e. TMA and PPVAR) are strong forums for refining verification practices and sharing best practices. On the public-safety side, communicating your documentation standards and Level 0 rigor to ECC partners builds trust and creates shared expectations for how information will be presented.

Credentialing can signal seriousness. UL Solutions' CAVS program provides a path to validate conformance with AVS-01 elements. Certification doesn't replace day-to-day discipline, but it demonstrates to law enforcement and clients that your procedures are based on an external standard.

Measure What Matters

A short scorecard keeps the effort on track. Start with five items: overall Level 0 rate, Level 1s reclassified to Level 0, ECC compliance, count of no findings dispatches, and operator retraining completion. Review the first three weekly and the last two at least monthly. Segment by alarm type and verification method and use a 90-day window to see trends rather than noise. Most importantly, assign owners and set a routine cadence. Progress lives where someone is accountable.

If you publish a benchmark, such as a ~90% Level 0 for defined scenarios, define the context so readers can replicate it: include alarm types, verification methods used, the time window analyzed, and the size of the account set. One disclosure sentence keeps you precise without bogging down the narrative.

Quick Wins That Create Momentum

- Enable callback verification for all single-zone activations and track operator compliance.
- Add short entry-delay notifications (app/SMS) so users can correct disarm errors before calls start.

- Create a frequent false alarm protocol that auto-triggers an audit after three non-actionable alarms in 30 days; decide in advance whether the likely remedy is SOP, schedule, or hardware.
- Make Level 0 wins visible. Recognize operators and sites that deliver reclassification gains; it teaches the behaviors you want repeated.

Benefits That Extend Beyond Your Walls

The payoff for reducing unnecessary calls is greater than the value of any single KPI. Cleaner classifications give ECC telecommunicators and officers better situational awareness. Fewer non-events in the queue free resources for real emergencies. Consistent documentation builds credibility with public partners and clients. In a world where every response has an opportunity cost, calls prevented are a performance measure that matters.

A Simple Way to Start

Tomorrow morning, pull last month's dispatch data. Circle every Level 1 that ended with no findings; those are prime candidates for de-escalation to Level 0 with better verification. Treat that list as your reclassification backlog and first wave of fixes. Set a 90-day internal goal to raise the Level 0 rate by ~10 percentage points where verification is available, and assign owners for ECV, video checks, and operator coaching. Review progress weekly with your team and brief partners quarterly.

The daily question is the same for every alarm: Can we verify this without needing to call for service? When you answer yes more often, safely, and consistently, you earn the credibility that makes every future call more effective. That's the essence of Get to Zero. 

This article first appeared in SDM magazine.

Guest continued from page 21

When deploying a system like this, Service and monitoring organizations generally choose between two clear approaches:

Option A: Pre-Configured Tools: Faster setup, minimal configuration, designed for common service scenarios

Option B: Custom-Built Systems: Longer initial timeline, but greater control over knowledge structure, workflow behavior, and long-term adaptability

Either path can significantly improve technician readiness, reduce repeat visits, and streamline collaboration between monitoring centers, dispatch teams, and field techs. The key is maintaining the knowledge environment, so it evolves alongside equipment, regulations, and customer needs.

Leaders of monitoring, security, fire & life safety organizations into installation and field service operations depend on consistent, accurate knowledge flow between operators, dispatchers, and field techs. As workforce dynamics shift, giving every team member fast, reliable access to institutional knowledge has become essential.

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Actual photo of our New York Data Center.

The Wireline Report

Latest FCC news impacting your business

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



AICC Files Comments Opposing FCC Proposals to Streamline Telecommunications Discontinuance Rules

On September 29, AICC filed comments in response to the FCC's Notice of Proposed Rulemaking regarding streamlining discontinuance procedures for copper-based TDM telecommunications services. AICC filed reply comments on November 18 responding to arguments raised by USTelecom and other parties. The proceeding addresses proposed changes to network change notification requirements, Section 214 discontinuance procedures, and potential forbearance from various regulatory requirements.

The FCC's NPRM, released July 25 in WC Docket Nos. 25-209 and 25-208, proposes several changes that AICC argues would compromise public safety protections. These include eliminating

FCC filing requirements for network change and copper retirement notices, combining the Adequate Replacement Test and Alternative Options Test into a single streamlined standard, potentially eliminating interoperability requirements for alarm services, and forbearing from Section 214(a) discontinuance requirements for lower speed data services.

In its comments, AICC cited recent network incidents to illustrate vulnerability of life-safety services to telecommunications infrastructure problems. These included the February 2024 AT&T outage that blocked over 92 million calls including more than 25,000 calls to 911 emergency centers, an August 2023 AT&T incident resulting in a \$950,000 fine, and a December 2022 Verizon outage that resulted in a \$1.05 million fine. While these incidents did not involve formal discontinuance proceedings, AICC argued they

demonstrate why adequate coordination procedures remain important.

AICC's comments also referenced survey data from member companies regarding the impacts of telecommunications service changes. According to the filing, most responding companies required equipment replacement or upgrades when service changes occurred, and nearly all would have experienced failed alarm signals without advance notice. All responding companies reported serving vulnerable populations including elderly residents and individuals with disabilities, as well as critical infrastructure facilities.

In reply comments, AICC responded to USTelecom's arguments that discontinuance requirements impose significant costs that divert resources from network investment. AICC noted that while USTelecom cited \$6 billion in annual legacy infrastructure maintenance costs, no party provided actual compliance cost figures or demonstrated that discontinuance process expenses are material barriers to network modernization. AICC also criticized USTelecom's conditional forbearance proposal, which would rely on carrier self-certification and provide customers only 45 days to identify problems with proposed discontinuances.

AICC urged the Commission to maintain existing notice requirements, preserve separate testing standards for replacement services, retain interoperability requirements for alarm services, and reject forbearance proposals for lower speed data services.

FCC Proposes to Sunset TDM Interconnection Requirements by 2028

On October 29, the FCC released a Notice of Proposed Rulemaking

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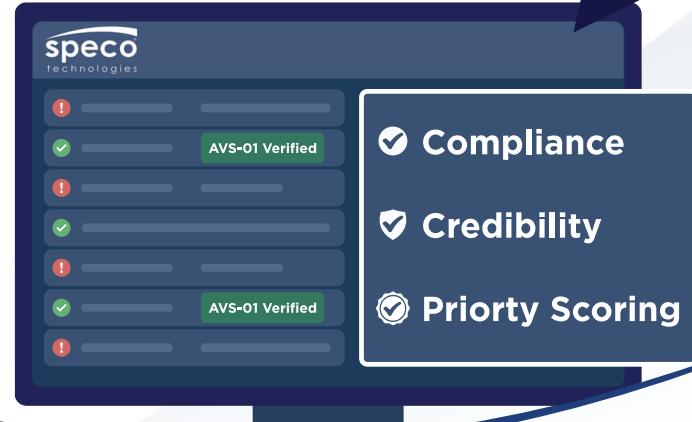
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proposing to eliminate incumbent local exchange carriers' obligations to provide time-division multiplexing (TDM) interconnection and physical collocation under sections 251(c)(2) and (c)(6) of the Communications Act. **Comments are due January 5; reply comments are due February 4.**

The FCC proposes to forbear from these requirements effective December 31, 2028, arguing that the legacy interconnection framework is impeding the transition to all-IP networks.

According to the NPRM, only 25.5% of wireline residential voice connections are delivered over traditional switched-access technology, while 73% of incumbent LEC retail subscriptions and 98.5% of non-incumbent LEC subscriptions are already VoIP. The FCC contends that requiring incumbent LECs to maintain TDM interconnection infrastructure diverts resources from investment in modern networks.

However, the NPRM acknowledges concerns about the transition's impact on 911 services. As of August 2025, only approximately 20% of public safety answering points (PSAPs) have transitioned to Next Generation 911 (NG911). The FCC specifically seeks comment on whether providers rely on existing TDM interconnection to prevent disruption to emergency communications pending completion of the NG911 transition. The NPRM also asks whether disputes could arise between incumbent LECs and competing carriers that could lead to access issues for selective router access for 911.

Smaller carriers and competitive LECs have raised concerns that large incumbent LECs have been unwilling to negotiate IP interconnection agreements, effectively forcing them to maintain TDM equipment or use third parties to facilitate interconnection. The NPRM asks whether removing incumbent LEC obligations could leave certain providers stranded or enable incumbent LECs to increase rates or engage in behavior that would make traffic exchange less efficient.

The proposal raises questions about service continuity during the transition, particularly for alarm traffic that ultimately routes to PSAPs that have not yet completed the NG911 transition. Additionally, any disruption to carrier interconnection arrangements could affect alarm signal transmission. We will review the record and may file comments if the proceeding raises issues directly affecting alarm industry operations.

FCC Proposes Call Branding Requirements Using Rich Call Data

On October 29, the FCC released a Further Notice of Proposed Rulemaking proposing to enhance caller identification by requiring voice service providers to transmit verified caller identity information alongside calls that receive A-level attestation under the STIR/SHAKEN framework. **Comments are due January 5; reply comments are due February 4.**

Under the proposal, when a terminating provider chooses to display an A-level attestation indicator on a consumer's handset, it would also be required to present verified caller identity information, which would include, at minimum, the caller's verified name. The FCC seeks comment on whether to expand this requirement to include additional "call branding" data such as business logos or the reason for the call. Originating providers would be required to take reasonable steps to verify the accuracy of the caller identity information before transmitting it.

The FCC proposes to use Rich Call Data (RCD) technology to securely transmit this information. RCD builds on the STIR/SHAKEN framework and uses encryption to transmit vetted caller identity information from the originating provider to the terminating provider over IP networks. Several vendors currently offer branded calling services, but there are no uniform rules, and proprietary solutions can be expensive. The FNPRM seeks comment on whether alternatives to RCD should be permitted.

The FNPRM also proposes to require gateway providers to mark calls that

originate from outside the United States, and for terminating providers to present an on-handset indicator when they know or should know a call originated overseas. According to Chairman Brendan Carr, "a significant portion of fraudulent and unwanted calls originate from overseas," and requiring this transparency would help consumers identify potentially fraudulent calls.

Alarm monitoring centers regularly place time-sensitive outbound calls for alarm verification. Call branding could improve answer rates by displaying the alarm company's verified name and call purpose, helping customers recognize legitimate calls. However, alarm companies should monitor the cost implications of any new requirements. The FNPRM acknowledges that branded calling services can be expensive and seeks comment on the economic impact on small entities. We will review the record and may file comments if appropriate.

FTC Seeks Comment on Petition to Reopen Click-to-Cancel Rulemaking

In early December, the Federal Trade Commission published in the Federal Register a petition requesting that the agency reopen its rulemaking on the Negative Option Rule, commonly known as the "Click-to-Cancel" rule. The petition was filed in November by two consumer advocacy groups: the Consumer Federation of America and the American Economic Liberties Project. The FTC is seeking public comment on the petition.

As reported in the previous Wireline Report, the U.S. Court of Appeals for the Eighth Circuit vacated the rule on July 8, just days before its enforcement provisions were scheduled to take effect. The court found that the FTC failed to conduct a required preliminary regulatory analysis when it determined the rule would have an annual economic impact exceeding \$100 million. The court did not rule on the substantive merits of the rule's requirements.

The petition argues that the rule was a "crucial, commonsense regulation to

protect consumers against a widespread deceptive practice.” According to the petitioners, because the Eighth Circuit’s decision addressed only procedural infirmities rather than the merits of the regulatory approach, the FTC should initiate a new rulemaking that corrects those procedural deficiencies.

Since the rule was vacated, the FTC has continued enforcement efforts under existing authority. In September, the agency announced a \$7.5 million settlement with an educational technology provider over cancellation practices, relying on the Restore Online Shoppers’ Confidence Act rather than the vacated rule.

Given the currently deregulatory climate, we do not expect the Commission to initiate a new rulemaking on this issue. Nevertheless, we will continue to monitor the proceeding. **M**

Marketing continued from page 15



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AI can verify an alarm. Only humans can verify they’re paying attention. **M**



Our Gratitude to Our 2025 Committee Leaders

To those who have served in committee leadership roles in 2025, we extend our deep gratitude for the time, knowledge, and talents that you have invested in the advancement of our community and our industry. Your contribution has made such an impactful difference.

Alarm Industry Communications (AICC) - Tiffany Galarza and Sascha Kylau

Associate Members’ Liaison Committee - Mark Hillenburg and Jennifer Holloway

ASAP Leadership Committee - Pam Petrow and Daniel Oppenheim;

Bylaws - Jay Hauhn and Chet Donatill

Compliance Community - Kate Fisher and Tommy Whisnant

Education - John Brady and Brandon Niles

Five Diamond - Caroline Brown and Jeff Cohen

Government Relations - James Marcella and Tommy Whisnant

GSOC - Richard Flores and Randy Rickert

IQ Committee: Ralph Sevinor, Ivan Spector, Amanda Hayden, Morgan Hertel, and Tim Creenan

Long-Range Planning - Alan Gillmore

Marketing and Communications - Brandon Freedman and David Morgan

Membership - Jack Doyle and Alan Gillmore

NextGen Subcommittee - Amy Becht and Jessica Lambert

Nominating - Morgan Hertel and Steve Butkovich

Standards - Morgan Hertel and Task Group co-chairs: Glenn Schroeder; Mark McCall; Dave Holl; and Mike Picciola

Surveillance and Video Verification - David Charney and Wes Usie

Technology - Stephen Kovacsiss and Matt Narowski



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Security Industry Alarm Coalition

The Wireless Report

NextNav, Right-to-Repair, and Alarm Jamming

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



NextNav 900 MHz Rule Change Proposal:

- **FCC Advocacy:** AICC (as part of the Connected Devices for America Coalition) has met with the staffs of FCC Commissioners Carr, Gomez and Trusty, as well as the National Security Council and National Economic Council. Hill visits are planned next.

- **Bull Moose Project (“BMP”)** released an Oct. 7 paper titled Leaping Ahead: Securing America’s Future with a 5G-Based Backup to GPS. The paper argues that “[t]here are [] indications of extensive foreign influence in the opposition” to NextNav’s proposal in the FCC record. The paper concludes with a call to action to the FCC to act quickly to implement a 5G-based terrestrial backup to GPS, focusing almost exclusively on NextNav as the

only solution – and ignoring evidence in the FCC’s record about the technical and other issues that render NextNav unworkable. The Coalition is preparing a response.

- **FCC Proceedings:** NextNav has filed two supplements in the docket: (i) a technical analysis and (ii) an economic analysis with the Brattle Group. The Coalition is providing the FCC with information showing the shortcomings of NextNav’s supplements.

- o SIA has filed with the FCC a technical analysis by the Pericle Group showing that NextNav’s proposal to introduce unlimited, high power 5G traffic into the Lower 900 MHz Band will render the entire band subject to interference and therefore unusable, for both incumbent Part 15 devices and for 5G customers.

- o On November 19, NextNav filed a rebuttal claiming that the Pericle study contained flawed assumptions. Pericle and the Coalition have already identified flaws in the NextNav rebuttal study and will be submitting responses shortly.

- **Public Safety Letter:** On November 18, APCO, IACP, IAFC and National Sheriffs’ Association filed with the FCC a joint letter showing unified opposition to the NextNav proposal due to the potential harm to widespread public safety use of the Lower 900 MHz Band for vital operations such as man-down alerts, gunshot detection, emergency vehicle traffic light preemption, and gas/electricity shut down at incident scenes.

- **Inovonics Letter:** On November 20, Inovonics filed with the FCC a letter highlighting potential NextNav interference to Lower 900 MHz panic button systems protecting members of US Congress, state legislators, TSA agents, US Embassies, and schools.

Right to Repair Update

Wyoming: The Wyoming Select Committee on Blockchain, Financial Technology, and Digital Innovation is the committee that has been evaluating R2R legislation, including a draft bill for digital electronic equipment (26LSO-0060). In September the Select Committee advanced a draft bill to the full legislature. AICC has sent written testimony to the Select Committee, asking for an exemption for security and life safety systems and equipment. John Prendergast testified before the Committee.

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Massachusetts: The Commonwealth of Massachusetts has companion digital R2R bills (H. 433 and S. 189) that were addressed in a meeting of the Joint Committee on Consumer Protection and Professional Licensure on October 1. The bills as introduced include an exemption for security and life safety systems, but the language covers only equipment provided with a monitoring service, and doesn't expressly cover access control. AICC did outreach to Joint Committee staff and sent a letter to committee members and sponsors for both bills at the end of October with proposed edits to improve the exemption. Per MA House rules, the Committee is required to make a final report on bills heard October 1 by November 30. A similar final report on all Senate filed bills was due December 3, 2025.

Ohio: The Ohio Legislature is still in session and will remain so through the end of the year. Companion R2R bills (SB 176 and HB 301) have been introduced in that state. The bills have identical security and life safety systems and equipment exemption language that is limited to intrusion detection equipment provided with a security monitoring service. AICC has prepared an advocacy letter seeking to improve the exemption language.

Pennsylvania: Companion digital electronic R2R bills have been pending before the Pennsylvania General Assembly (SB 833 and HB 1512). The bills include favorable "security and life safety systems" exemption language that was negotiated by AICC members with Rep. Kyle Mullins. "Security and life safety systems and equipment" is defined as:

A product designed to prevent, detect, protect against or respond to security incidents or safety hazards impacting individuals or property, including:

- (1) A fire alarm.
- (2) A medical alert.
- (3) Intrusion detection.
- (4) Video security.
- (5) An access control system or device.

On October 27, HB 1512 passed favorably out of the House Appropriations Committee and then passed the full House on a floor vote (110 Yes – 93 No). SB 833 has been referred to the Senate Committee on Consumer Protection & Professional Licensure.

Military R2R: A federal bill and a NY State Assembly bill have been introduced that would extend R2R requirements to military contracts. The Warrior Right-to-Repair Act of 2025 (S. 2209) would require defense contractors to provide the military with access to technical data, tools, parts, and software necessary for the Department of Defense (DoD) to repair its own equipment. A companion bill (HR 5155) was introduced in the House and referred to the Armed Services Committee. On the state side, the New York State Servicemember Right-to-Repair Act (A. 8991) would require the state's National Guard to include right-to-repair provisions in procurement contracts. Neither of these bills has seen any movement since they were introduced.

AICC is preparing advocacy letters addressing both bills. Based on questionnaire responses from AICC members and ESA, it is not clear that these bills will pose as big a problem for the alarm industry as consumer device right to repair bills. Alarm companies and military contractors typically work out an arrangement so that the military customer can get an expert trained alarm technician to help, and, if needed, the alarm tech gets whatever security clearance is required by the agency to enter a controlled area, such as a SCIF. It also appears that military customers often obtain whatever manuals or other documentation they need for their alarm systems as part of the contract for service.

AICC has prepared and will submit an advocacy letter asking that the legislation specify that all repair information disclosure requirements will be subject to appropriate security and confidentiality terms (which are often specified in the agency procurement contract).

Privacy Legislation Update:

AICC has submitted a letter to the House Committee on Energy and Commerce's Privacy Working Group, addressing potential alarm industry issues associated with possible Federal privacy legislation. The letter requests (1) an explicit exemption protecting the ability of alarm companies to use surveillance video secured by monitoring services; (2) a reasonable time for any required transition to new privacy standards and capabilities; (3) clarification of the ability of information gathered during monitoring to investigate security events after the fact; (4) clarification of any Customer Opt Out notice and right due to merger or ownership change, such that confidential information about a proposed sale or merger is not unnecessarily compromised prior to the transaction; and (5) creation of a "safe harbor" allowing for any required privacy technology upgrades to be tied to reasonable, predictable changes reflected in certain Federal and/or industry standards.

Phone Jamming Solutions in Non-Federal Correctional Facilities

AICC is submitting comments on the September 30, 2025 Third Further Notice of Proposed Rulemaking seeking comment on removing regulatory barriers to deployment and viability of existing and developing technologies that combat contraband wireless device use in correctional facilities. (GN Docket No. 13-111). Consistent with its position in prior dockets considering the contraband cell phone issue, AICC supports effective methods to control this issue; but the solution needs to avoid outright jamming of cellular alarm radios, citizen 911 calls and other cell communications near the prison; and AICC notes that prisons may interfere with their own alarm systems, and hinder the ability of guards to use their own cellphones in an emergency. Managed access technologies can minimize any hindrance of legitimate cell traffic. 

IN MEMORIAL ROBERT “BOB” BEAN

TMA learned of the passing of its much beloved Past President Robert Bean on Friday, November 21st. He leaves a lasting legacy as a business leader whose generosity uplifted colleagues, inspired innovation, and opened doors for others. His unwavering commitment to serving his community reflects a life defined not just by success, but by the positive impact he made on everyone around him.

“It is with deep respect and sadness that Michel and I recognize the passing of Robert Bean, a cherished colleague



and friend,” stated Lou Fiore, TMA Past President. “Bob was more than a leader in our industry—he was a builder of community, volunteering with many Hawaiian not-for-profit organizations.”

Fiore continued, “Bob grew the largest alarm company in Hawaii, from modest beginnings, a testament to his vision and determination. He brought that same energy to TMA, serving as president with enthusiasm and dedication. His leadership helped strengthen our organization, and his contributions were honored with our association’s highest award, the Stan Lott Award—a distinction we both shared with pride.

Bob’s legacy is one of friendship, integrity and service. We will remember him not only for his accomplishments, but for the warmth and spirit he brought to all who knew him.”

In presenting Bob with one of TMA’s highest honors, the Stanley C. Lott Memorial Award, in 2021, then President Don Young, commented, “Two words

that epitomized Stan Lott’s character are integrity and dedication. These words, likewise, can be attributed to this year’s award winner today. As chair of the Membership Committee, the award winner was a driving force to increase TMA membership, including international members. Countless hours were devoted to TMA’s interests in ESX, which served as TMA’s Mid-year Meeting for a number of years. He is truly all that Stanley Lott represented.”

In accepting his award via Zoom, Bean, full of emotion, remarked, “I am humbled. This is the highest honor that TMA can bestow on any member. Putting me in the category along with the other previous honorees is definitely humbling. I thank TMA very much for this great award.”

Former TMA President Ralph Sevinor, Wayne Alarm shared, “Bob Bean was a gentle giant. He cared about the electronic safety and security profession deeply, always working to raise the bar for all. Bob truly cared about his industry, the people involved, his community, and was a stalwart protector of animals.

As president of CSAA [now TMA], Bob saw the importance of building on improved communications with AHJ’s and collaboration with our industry and others. Bob will be missed.”

Bean sponsored the TMA board dinner for many years, first through his company and in later years personally. During his tenure as TMA President, he purchased a home in New Jersey so he could be closer to TMA staff in Virginia.

“Bob’s legacy is one of friendship, integrity and service. We will remember him not only for his accomplishments, but for the warmth and spirit he brought to all who knew him.”

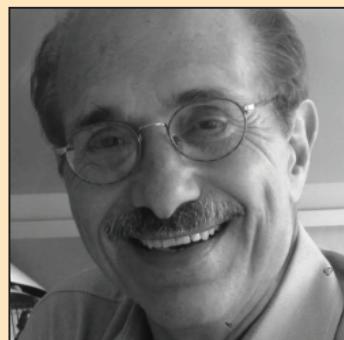
IN MEMORIAL LONGTIME AICC LOBBYIST

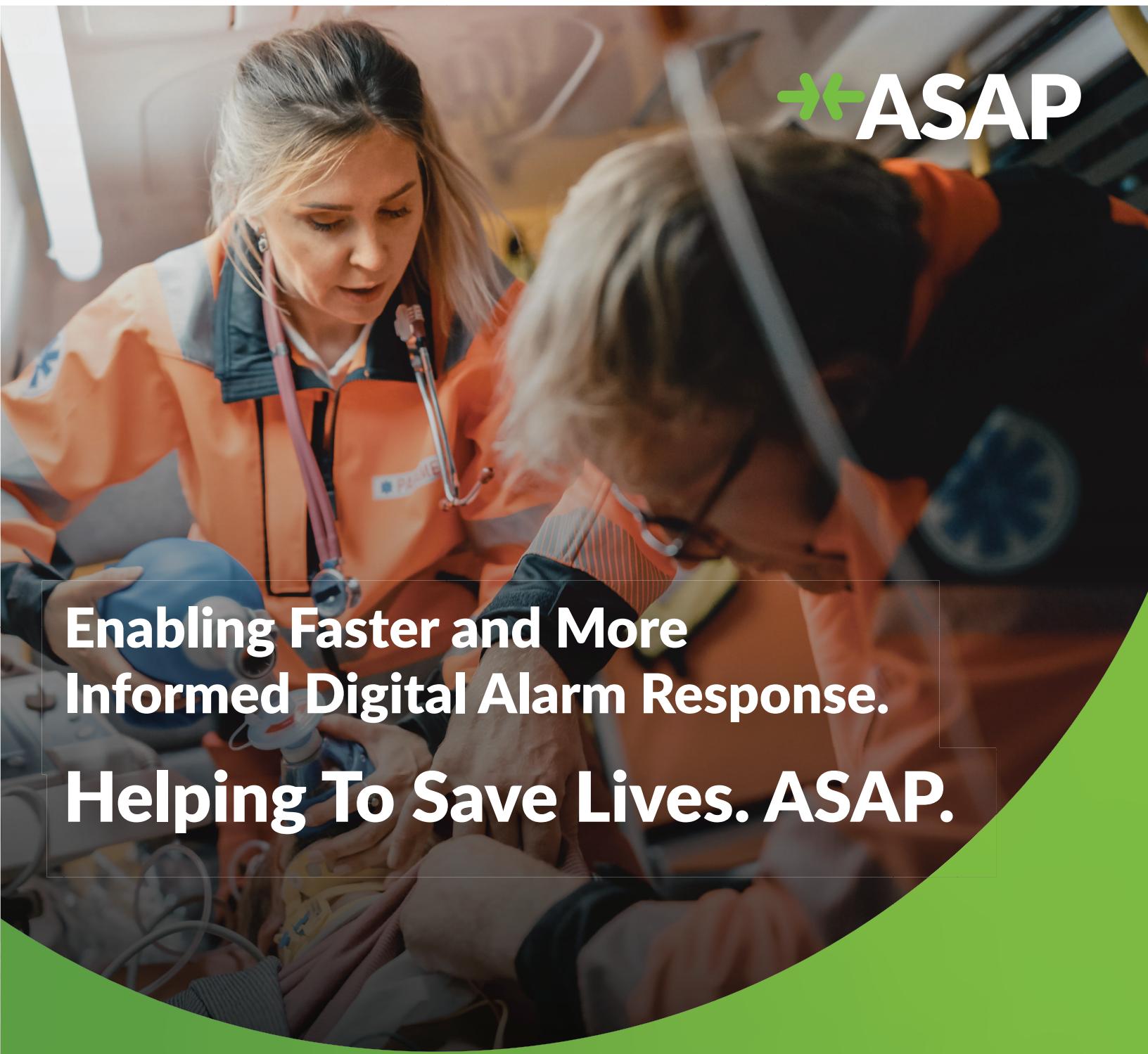
The TMA community mourns the passing of longtime AICC lobbyist William “Bill” Signer. Bill died on December 19th following a brief illness at the age of 76.

For nearly two decades, Bill enjoyed a highly successful career at the Carmen Group as Executive Managing Director. He specialized in the areas of tax, health care, employment, telecommunications and appropriations. During this period, he became a trusted advisor to AICC, lending his support, guidance, and unique insights into issues of significance.

Bill brought over thirty years of prior experience to his clients, working with the U.S. Congress both as staff legislative counsel and a lobbyist in private practice. Admired for his tireless advocacy on behalf of his clients, Bill was a known quantity in Congress with the rare ability to maintain close ties and respect on both sides of the aisle, working in a bi-partisan manner to achieve and accomplish client’s goals. Members and staff on the House and Senate tax, health, judiciary, telecommunications, and financial institutions committees welcomed his consistent personnel advocacy, not only providing him with the information necessary to determine the most appropriate strategies but also to keep clients closely informed of the evolving legislative process.

Bill is survived by his wife Gloria, daughters Jordana and Danielle and his many friends and colleagues.





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FirstNet Certified Companies

TMA is pleased to introduce and recognize the following companies who have become FirstNet certified as of December 22, 2025.

- ADT, LLC, Boca Raton, FL
- Advance Alarms Inc., Broken Arrow, OK
- AFA Protective Systems, Inc., Syosset, NY
- Affiliated Monitoring, Union, NJ
- Alarm.com, Tysons, VA
- Alarmeo Security Systems, Inc., Redlands CA
- Allied Universal Technology Service-Richardson, TX
- Allstate Security Industries, Inc., Amarillo, TX
- AZ Security Control, Tempe, AZ
- Bay Alarm Systems, Concord, CA
- Becklar Monitoring, LLC, Ogden, UT
- UTBriscoe Protective LLC, Centereach, NY
- Centra-larm Monitoring, Manchester, NH
- COPS Monitoring, Williamstown, NJ
- Convergint, Pleasanton, CA
- Criticom Monitoring Services, Longwood, FL
- DGA Security Systems, Inc., New York, NY
- DMP, Springfield, MO
- Doyle Security Systems Inc., Rochester, NY
- Electronix Systems Central Station Alarms, Inc., Huntington Station, NY
- Emergency 24, Des Plaines, IL Federal Response Center, Inc. Springfield, MO
- First Alarm, Aptos, CA
- Force Security Solutions, LLC, Manassas, VA
- IE Alarm Systems (DC Electronics Two Inc. dba IE Alarm Systems), Riverside, CA
- Intercom Clock & Signal Services, dba ICS, Riverside, CA

- Intruder Alert Systems of San Antonio, San Antonio, TX
- Kansas City CCTV, LLC DBA Kansas City CCTV & Security, Kansas City, MO
- Kings III of America, Coppell, TX
- Lydia Security Monitoring dba UCC, San Antonio, TX
- Maine Fire and Security, Lewiston, ME
- NAPCO Security Systems, Inc., Amityville, NY
- National Monitoring Center (NMC), Lake Forest, CA
- Nationwide Security Corporation, Branford, CT
- ProNet Security Solutions Dallas, TX
- Pye-Barker Fire & Safety, LLC, Doral, FL
- Queensboro Contracting Corp, Corona, NY
- Rapid Response Monitoring, Syracuse, NY
- Safe Tech USA, Ltd., Melville, NY
- SCN Security Communication Network, Inc., Corona, CA
- Securitas Technology, Plymouth, MN
- SecurityCentral, Statesville, NC
- Security Equipment, Inc., Omaha, NE
- Sentry Alarm Systems, Monterey, CA
- Southwest Dispatch Center, Richardson, TX
- Tech Electronics, Inc., St. Louis, MO
- The Fireline Corporation, Baltimore, MD
- The Watchlight Corporation, El Cajon, CA
- Triple S Alarm Co., Little Rock, AR
- United Security Communications, Inc., Lothian MD

- Vector Security, Inc., Warrendale, PA
- Vyanet Operating Group, Bend, OR
- Washington Alarm, Inc., Seattle, WA
- 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 December 22, 2025.

- Advance Alarms, Inc., Broken Arrow, OK
- Advanced Alarm, Inc., Tonawanda, NY
- Affiliated Monitoring Inc., Union, NJ
- Allstate Security Industries, Inc., Amarillo, TX
- Centra-larm Monitoring, Manchester, NH
- COPS Monitoring, Williamstown, NJ
- Genesis Security Services, Carolina, PR
- Guardian Protection, Warrendale, PA
- Maine Fire and Security, Scarborough, ME
- National Monitoring Center, Lake Forest, CA
- Queensboro Electrical Contracting Corp., Corona, NY
- 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

Congratulate TMA's 2025 Five Diamond Designees

The monitoring centers listed below are designated TMA Five Diamond as of December 22, 2025. This designation marks a commitment to the highest industry standards. Visit TMA.us for the most up-to-date listing of certificants.

AFA Protective Systems

Syosset, NY
www.afap.com
 Full-Service Monitoring
 Designated since 1/2014

Audeamus DBA Sebastian Corp.

Kerman, CA
www.audeamus.net
 Full Service Monitoring
 Designated since 1/2024

a.p.i. Alarm Inc.

Denver, CO
www.apialarm.com
 Full Service Monitoring
 Designated since 1/2023

a.p.i. Alarm Inc.

Toronto, ON
www.apialarm.com
 Full Service Monitoring
 Designated since 1/2023

Acadian Monitoring Services, LLC

Lafayette, LA
www.acadianmonitoringservices.com
 Wholesale Monitoring
 Designated since 1/2005

ADT

Knoxville, TN
www.adt.com/local/tn/knoxville
 Full Service Monitoring
 Designated since 4/2024

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

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 9/2005

Affiliated Monitoring

Houston, TX
www.affiliated.com
 Wholesale Monitoring
 Designated since 5/2022

Alarm Detection Systems, Inc.

Aurora, IL
www.adsalarm.com
 Full Service Monitoring
 Designated since 8/2003

Alarmco, Inc.

Las Vegas, NV
www.alarmco.com
 Full Service Monitoring
 Designated since 6/2006

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 8/2018

Allied Universal Technology Services

Richardson, TX
www.aus.com
 Full-Service Monitoring, SOC/Proprietary Monitoring, Video Monitoring
 Designated since 7/2013

Allstate Security Industries, Inc.

Amarillo, TX
www.allstatesecurity.com
 Wholesale Monitoring
 Designated since 8/2023

American Alarm and Communications, Inc.

Arlington, MA
www.americanalarm.com
 Full-Service Monitoring
 Designated since 4/2004

American Electric Power

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

Amherst Alarm Inc.

Amherst, NY
www.amherstalarm.com
 Full Service Monitoring
 Designated since 3/2004

KNA Becklar Monitoring

Cedar City, UT
www.agmonitoring.com
 Wholesale Monitoring
 Designated since 5/2023

KNA Becklar Monitoring

Ogden, UT
www.agmonitoring.com
 Wholesale Monitoring
 Designated since 1/2007

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 1/2006

Bell Canada Toronto, ON www.bell.ca/smart-home Full Service Monitoring - Canada Designated since 4/2015	COPS Monitoring- Williamstown, NJ www.copsmonitoring.com Wholesale Monitoring Designated since 5/2014	ESC Central Birmingham, AL www.esccentral.com Wholesale Monitoring Designated since 12/2023
Bell Canada Winnipeg, MB www.bell.ca/smart-home Full Service Monitoring - Canada Designated since 4/2020	CPI Security Systems Charlotte, NC www.cpisecurity.com Full Service Monitoring Designated since 8/2009	Everon (formerly ADT Commercial LLC) Irving, TX www.everonsolutions.com Full-Service Monitoring, Designated since 10/2014
Blackline Safety Calgary, AB www.blacklinesafety.com Full Service Monitoring - Canada Designated since 4/2018	Damar Security Systems Sarnia, ON https://damarsecuritysystems.com/ Full Service Monitoring - Canada Designated since 11/2012	Everon LLC Wichita, KS www.everonsolutions.com Full-Service Monitoring, Designated since 5/2025
Brinks Home™ (formerly Monitronics International) Farmers Branch, TX www.brinkshome.com Wholesale Monitoring Designated since 2/2005	DGA Security Systems, Inc. New York, NY www.DGA.com Full Service Monitoring Designated since 2/2005	Federal Response Center Springfield, MO www.federalprotection.com Wholesale Monitoring Designated since 1/2006
Centra-Larm Monitoring Inc. Manchester, NH www.centra-larm.com Wholesale Monitoring Designated since 6/2009	DMC Security Services Inc., Midlothian IL www.dmcsecurity.com Full-Service Monitoring Designated since 9/2005	Fire Monitoring of Canada, Inc. St. Catharines, ON www.fire-monitoring.com Full Service Monitoring - Canada Designated since 5/2009
Clearview Securities, Inc. Knoxville, TN www.clearviewtn.com Full Service Monitoring Designated since 5/2023	Doyle Security Systems Rochester, NY www.godoyle.com Full-Service and Wholesale Designated since 1/2004	Global Guardian Charlotte, NC www.globalguardian.com Full-Service Designated since 3/2025
Cooperative Response Center, Inc. (CRC) Austin, MN www.crc.coop Wholesale Monitoring Designated since 3/2011	Dynamark Monitoring, Inc. Hagerstown, MD www.dynamarkmonitoring.com Wholesale Monitoring Designated since 2/2012	Guardian Alarm Southfield, MI www.guardianalarm.com/ Full-Service Monitoring Designated since 3/2024
COPS Monitoring Boca Raton, FL www.copsmonitoring.com Wholesale Monitoring Designated since 4/2014	Electronix Systems Central Station Alarms, Inc. Huntington Station, NY www.electronixsystems.com Full Service Monitoring Designated since 6/2005	Guardian Protection Services Inc. Butler, PA www.guardianprotection.com Full-Service Monitoring Designated since 6/2020
COPS Monitoring Lewisville, TX www.copsmonitoring.com Wholesale Monitoring Designated since 6/2014	Ellijay Telephone Company Ellijay, GA www.etcbusiness.com Full Service Monitoring Designated since 4/2015	Guardian Protection Services Inc. Warrendale, PA www.guardianprotection.com Full-Service Monitoring Designated since 9/2006

Gillmore Security Systems Inc. Cleveland, OH www.gillmoresecurity.com Full Service Monitoring Designated since 1/2009	Life Safety Monitoring, LLC Munhall, PA www.mylifesafetymonitoring.com Wholesale Monitoring Designated since 1/2018	Paladin Technologies Ottawa, ON www.paladintechnologies.com Full-Service Monitoring Designated since 3/14/2025
GM Security Technologies San Juan, PR www.gmsectec.com Wholesale Monitoring Designated since 10/2011	Metrodial Corporation, Inc. Hicksville, NY www.metrodial.com Full Service Monitoring Designated since 11/2004	Per Mar Security Services Davenport, IA www.permarsecurity.com Full Service Monitoring Designated since 6/2005
Holmes Security Systems Fayetteville, NC www.holmeselectricsecurity.com Full Service Monitoring Designated since 12/2017	National Monitoring Center Irving, TX www.nmccentral.com Wholesale Monitoring Designated since 6/2016	ProTELEC Safety & Security Winnipeg, MB www.protelecalarms.com Full Service Monitoring Designated since 7/2025
Interface Systems Earth City, MO www.interfacesystems.com Full Service Monitoring Designated since 8/2004	National Monitoring Center Lake Forest, CA www.nmccentral.com Wholesale Monitoring Designated since 6/2016	Pro-Vigil San Antonio, TX www.pro-vigil.com Full Service Monitoring Designated since 1/2024
Interface Systems Plano, TX www.interfacesystems.com Full Service Monitoring Designated since 11/2012	Nationwide Central Station Monitoring Corp. Freeport, NY www.nationwidigital.com Full Service Monitoring Designated since 4/2007	Quick Response Cleveland, OH www.quickresponse.net Wholesale Monitoring Designated since 10/2005
iWatch Communications Beaverton, OR www.iwatchcomm.com Full Service Monitoring Designated since 1/2008	NextEra Energy, Inc. Juno Beach, FL www.nexteraenergy.com GSOC Monitoring Designated since 12/2022	SecurTek Monitoring Solutions, Inc. Winnipeg, MB www.securtek.com Full-Service Monitoring – Canada Designated since 5/2022
Kastle Systems Falls Church, VA www.kastle.com Full-Service Monitoring Designated since 6/2014	Northern911 Sudbury, ON www.northern911.com Full-Service Monitoring – Canada Designated since 5/2014	SecurTek Monitoring Solutions, Inc. Yorkton, SK www.securtek.com Full-Service Monitoring – Canada Designated since 5/2010
Kroger Central Alarm Control Portland, OR www.kroger.com GSOC	Northwest Alarm Monitoring Seattle Washington www.nwalarm.com Wholesale Monitoring Designated since 8/2024	Securitas Electronic Security, Inc. Honolulu, HI www.securitases.com Full Service Monitoring Designated since 12/2003
Life Alert Emergency Response, Inc. Encino, CA www.lifealert.com Full-Service Monitoring Designated since 11/2014	Operational Intelligence Center Indianapolis, IN Full Service Monitoring Designated since 1/2020	Securitas Electronic Security, Inc. Charlotte, NC www.securitases.com Full Service Monitoring Designated since 3/2022
	Paladian Victoria, BC www.paladintechnologies.com Full Service and Wholesale Monitoring Designated since 6/2016	

Securitas Electronic Security, Inc. Uniontown, OH www.securitases.com Full Service Monitoring Designated since 11/2003	Tech Systems Inc. Buford, GA www.techsystemsinc.com Wholesale Monitoring Designated since 12/2019	Vancouver Fire & Security Richmond, BC www.radiussecurity.ca Wholesale Monitoring - Canada Designated since 7/2012
Security Alarm Corporation Port Charlotte, FL www.securityalarmcorp.com Full Service Monitoring Designated since 6/2012	Telsco Security Systems Edmonton, AB www.telsco.com Full Service Monitoring - CA Designated since 02/2016	Vivint Inc. - MN Eagan, MN www.vivint.com Full Service Monitoring Designated since 3/2014
Security Central Statesville, NC www.security-central.com Wholesale Monitoring Designated since 7/2015	The Church of Jesus Christ of Latter-day Saints Salt Lake City http://churchofjesuschrist.org GSOC Monitoring Designated since 05/2012	Vivint Inc. - UT Provo, UT www.vivint.com Full Service Monitoring Designated since 3/2014
Security Equipment, Inc. (SEI) Omaha, NE www.sei-security.com Full Service Monitoring Designated since 07/2004	The Watchlight Corporation El Cajon, CA www.watchlight.com Full Service Monitoring Designated since 03/2014	Viiz Communications Anniston, AL www.viiz.com Video Monitoring Designated since 9/2024
SMART Security Pros, LLC dba Mobile Video Guard Bowie, MD www.mobilevideoguard.com Video Monitoring Designated since 11/2024	Titan Protection Overland Park, KS www.tpcsecurity.com Full Service & Wholesale Monitoring Designated since 10/2022	Vyanet Operating Group, Inc. Bend, OR www.vyanet.com Full Service Monitoring Designated since 12/2014
Sonitrol Great Lakes- Grand Blanc, MI www.sonitrolverified.com Full Service Monitoring Designated since 02/2022	U.S. Monitoring, Inc. Oklahoma City, OK www.usm-ok.com Wholesale Monitoring Designated since 08/2018	Washington Alarm Seattle, WA www.washingtonalarm.com Full-Service Monitoring Designated since 12/2006
Statewide Central Station Tampa, FL www.statewidecs.com Wholesale Monitoring Designated since 5/2023	United Central Control San Antonio, TX www.teamucc.com Wholesale Monitoring Designated since 08/2004	Wayne Alarm Lynn, MA www.waynealarm.com Full-Service Monitoring Designated since 2003
Statewide Central Station Staten Island, NY www.statewidecs.com Wholesale Monitoring Designated Since 2/2011	United Central Station Plainview, NY www.unitedcs.org Wholesale Monitoring Designated since 4/22/2025	Wegmans Food Markets, Inc. Rochester, NY www.wegmans.com GSOC Monitoring Designated since 4/2008
Superior Central Station, Inc. McAllen, TX www.superiorcentral.com Full Service Monitoring Designated since 6/2007	Valley Security and Alarm Fresno, CA www.valleysecurityandalarm.com Full Service Monitoring Designated since 10/2017	

Monitoring Center Operator Level 1

Training Graduates

Graduates highlighted in blue achieved 100% on their exam.

Name	Company	Graduated
Ryan Abbate	Power Plus	8/13/2025
Juan Acosta	Power Plus	8/13/2025
Victoria Adieze	Zeus Fire and Security Headquarters	8/20/2025
Angelo Agosti	DP World (CA)	9/2/2025
Jenay Aidoo	SimpliSafe Inc.	11/17/2025
Nickolas Allan	Costco wholesale	11/19/2025
Leonard Allsup	Vivint, Inc.	10/22/2025
Adonieka Amador	Pro-Vigil, Inc.	11/4/2025
Jason Anderson	American Electric Power Security Operations Center	9/3/2025
Gustavo Andrade	Pro-Vigil, Inc.	11/12/2025
Jeremy Andres	Securitas Technology Corporation	8/30/2025
Joey Arcega	iWatch Communications	10/8/2025
Cristaly Armenez	SimpliSafe Inc.	11/17/2025
Stephanie Arnold	Affiliated Monitoring	10/17/2025
Asia Arriola	Pro-Vigil, Inc.	10/21/2025
Erika Arts	Damar Security Services/ Security Response Center (CA)	9/3/2025
Linda Austin	Everon LLC	8/18/2025
Tytesha Aviles	SimpliSafe Inc.	11/4/2025
Sanoussy Bah	Securitas Technology Corporation	9/30/2025
Bijou-Chan Baker	Affiliated Monitoring	8/22/2025
Preston Ball	Vivint, Inc.	10/9/2025
Shelby Barcroft	National Monitoring Center	10/29/2025
Sharon Barnes	National Monitoring Center	11/6/2025
Amy Baugh	Securitas Technology Corporation	9/24/2025
Michael Bell	Everon LLC	8/14/2025
Giovanni Benitez	Vivint, Inc	11/24/2025
Viktoria Benjamin	Cops Monitoring % Lydia Security	10/30/2025
Delroy Bennett	Securitas Technology Corporation	9/28/2025
Maria Bermudez Sanchez	Vivint, Inc.	10/10/2025
Sarai Bernard	Amalgamated Security Services Ltd.	9/11/2025
Sirdiedra Bishop	National Monitoring Center	8/20/2025
Jynix Blackstone	Vivint, Inc.	11/28/2025
Will Blair	National Monitoring Center	8/26/2025
Christopher Blevins	COPS Monitoring-TX	10/21/2025
Cleve Bonner	SimpliSafe Inc.	10/21/2025
Sarah Booker	Affiliated Monitoring	11/3/2025
Sierra Booker	Affiliated Monitoring	9/12/2025
Ra'Kyah Boyd	Guardian Alarm Company	11/10/2025
Quamori Branch	SimpliSafe Inc.	11/17/2025
Ian Brinkley	United Central Control	11/21/2025
Emauni Brooks	Allied Universal Technology Services	10/30/2025
Colin Brown	Legacy Security Services	9/9/2025
Ebony Brown	SimpliSafe Inc.	9/23/2025
Shontisha Bruce	Securitas Technology Corporation	9/29/2025
Kiera Bryant	Affiliated Monitoring	8/25/2025
Linda Buendia Muniz	Brinks Home Security	9/18/2025
Darnell Burroughs	SimpliSafe Inc.	10/21/2025
Jamie Burton	Fire Monitoring of Canada, Inc. (CA)	9/26/2025
Alexandra Cabrera	FIS	9/5/2025
John Caldwell	Securitas Technology Corporation	8/19/2025
Leann Calkins	Security Central	9/16/2025
Gabi Campos	Costco Wholesale	10/23/2025
Kimyutta Carroll	Zeus Fire and Security Headquarters	10/28/2025

Name	Company	Graduated
Michael Carter	Johnson Controls Security Solutions	11/5/2025
Ethan Case	Vivint, Inc.	11/27/2025
Shelley Cavazos	Valley Security & Alarm	10/3/2025
T'anna Chapmon	Alarm Detection Systems	8/9/2025
Lainna Chavez	Vivint inc	10/6/2025
Gus Chireno	Legacy Security Services	9/9/2025
Jarid Chism	Power Plus	8/13/2025
Landen Clark	SimpliSafe Inc.	9/23/2025
Emani Claudio	Security Central	9/25/2025
Josh Clements	Cops Monitoring % Lydia Security	11/11/2025
Kelsey Coan	Cops Monitoring % Lydia Security	9/3/2025
Charde Colquitt	Huntington National Bank	9/18/2025
Matthew Conant	Costco wholesale	11/17/2025
Adriana Conti	Bay Alarm	9/29/2025
Carmen Contreras	United Central Control	8/8/2025
Ian Cooper	AZ Security Control	8/22/2025
Donna Copeland	Securitas Technology Corporation	9/29/2025
Dyanna Cornell	ESC Central	10/22/2025
Vickie Cross	Johnson Controls Security Solutions	11/6/2025
Michaella Cullen	Damar Security Services/ Security Response Center (CA)	8/26/2025
Mike Dailey	Tech Systems Inc	10/17/2025
Dominique Datcher-Robinson	Washington Alarm	9/25/2025
Angela Davis	Securitas Technology Corporation	9/27/2025
Ronald Davis	Alarmco Boise	9/9/2025
Sofia De La Rosa	Affiliated Monitoring	10/17/2025
Garren Denison	American Electric Power Security Operations Center	9/3/2025
Nam Deo	Costco Wholesale	11/22/2025
Jaden Dewhart	Guardian Alarm Company	11/4/2025
Sachin Dhawan	Paladin Security Group (CA)	10/14/2025
Jason DiLena	Tech Systems Inc	8/29/2025
Darron Dixon	Cops Monitoring % Lydia Security	11/4/2025
Kumako Doi	iWatch Communications	9/18/2025
Donald Doughty	Pro-Vigil, Inc.	10/21/2025
Destin Downing	Pro-Vigil, Inc.	10/17/2025
Clint Drake	The Church of Jesus Christ of Latter-day Saints	8/27/2025
Taniyah Duncan	Securitas Technology Corporation	8/7/2025
Cynthia Dunn	National Monitoring Center	9/26/2025
Sheila Duran	Everon LLC	9/19/2025
Vanessa Duverneau	Vivint, Inc.	10/16/2025
Iceola Eddins	Metrodial Corporation	8/16/2025
David Ellis	SMART Security Pros, LLC	8/29/2025
	dba Mobile Video Guard	10/6/2025
Doug Elms	The Church of Jesus Christ of Latter-day Saints	8/20/2025
Amber Engelke	Securitas Technology Corporation	8/29/2025
George Ensor	Pro-Vigil, Inc.	10/22/2025
Al Ibarra Espinosa	COPS Monitoring-TX	10/2/2025
Joanna Estrada	Superior Central Station Inc.	11/25/2025
Leonides Estrada	Pro-Vigil, Inc.	10/14/2025
Makayla Estwick	Affiliated Monitoring	9/12/2025
Isabella Evans	Per Mar Security Services	8/30/2025
Rory Evans	Cops Monitoring % Lydia Security	11/12/2025

USA and international
graduates completed
August 1, 2025 to
November 30, 2025

Name	Company	Graduated	Name	Company	Graduated
Nicolas Ewing	Securitas Technology Corporation	9/16/2025	Colin Holmes	COPS Monitoring-TX	11/7/2025
Lamitra Exum	Johnson Controls Security Solutions	11/25/2025	Cheryl House	Johnson Controls Security Solutions	11/6/2025
Julia Facer	Vivint, Inc.	10/10/2025	Rebecca Howard	Centralarm	10/17/2025
Sierra Farough	Damar Security Services/ Security Response Center (CA)	8/28/2025	Rene Howard	Walden Security	10/1/2025
Michael Fichera	American Electric Power Security Operations Center	9/2/2025	Maridion Howell Frisbie	Vivint, Inc	11/25/2025
Gabriel Fields	iWatch Communications	11/26/2025	Kelly Hudnall	Johnson Controls Security Solutions	11/5/2025
Aribella Figueroa	Rivera Vivint, Inc.	10/22/2025	Aletha Hyde	Security Central	9/9/2025
Melissa Fleming	Interface Systems-StLouis	9/16/2025	Anthony Iannone	Affiliated Monitoring	9/15/2025
Alina Ford	National Monitoring Center	8/20/2025	Anne Illies	Securitas Technology Corporation	9/24/2025
Bridget Ford	Alert 360	11/13/2025	Garrett Illies	Securitas Technology Corporation	9/23/2025
Sharon Forster	Johnson Controls Security Solutions	11/17/2025	Daniel Indykiewicz	Securitas Technology Corporation	9/10/2025
Gregory Franklin	Allstate Security Industries, Inc.	9/24/2025	Ajah Jackson	Pro-Vigil, Inc.	10/22/2025
Dystani Frisbee	Guardian Alarm Company	11/8/2025	Cierra Jackson	Securitas Technology Corporation	9/26/2025
Laurie Froberg	Securitas Technology Corporation	9/25/2025	Diamond Jackson	Allied Universal Technology Services	10/30/2025
Eli Fruge	United Central Control	8/3/2025	Mischelle Jackson	Johnson Controls Security Solutions	11/6/2025
Donte Galloup	Pro-Vigil, Inc.	10/17/2025	Nija Jackson	Johnson Controls Security Solutions	11/15/2025
Anthoney Gant	Allied Universal Technology Services	9/16/2025	Nya Jackson	Guardian Alarm Company	11/3/2025
Hannah "Esperanza" Garcia	COPS		Promise Jackson	Everon LLC	9/26/2025
Monitoring-TX	8/1/2025		Tavion Jackson	Interface Systems-StLouis	11/19/2025
Michelle Garcia	Pro-Vigil, Inc.	10/21/2025	Maniolo Jean-Pierre	Affiliated Monitoring	10/31/2025
Crystal Garner	Affiliated Monitoring	9/15/2025	Geri Jernigans	Interface Systems-StLouis	11/8/2025
Vikas Gautam	Paladin Security Group (CA)	9/22/2025	Ariah Johnson	National Monitoring Center	9/29/2025
Jose Gomez	Power Plus	10/18/2025	Caleb Johnson	Allied Universal Technology Services	11/14/2025
Justin Gonzalez	Pro-Vigil, Inc.	10/23/2025	Carlos Johnson	Everon LLC	9/25/2025
Jamila Gooden	Central Station, Inc.	8/23/2025	Diedra Johnson	Everon LLC	9/24/2025
Kethi Goodlow	Allstate Security Industries, Inc.	9/29/2025	Jerome Johnson	Interface Systems-Dallas	10/29/2025
Charis Goujon	Centralarm	8/11/2025	Lakeasha Johnson	DMC Security Services, Inc.	9/7/2025
Emily Grace	Guardian Protection Services	10/23/2025	Sterling Johnson	SimpliSafe Inc.	10/21/2025
Sheila Grady	Pro-Vigil, Inc.	10/21/2025	Wanda Johnson	SimpliSafe Inc.	10/21/2025
Grant Graham	National Monitoring Center	8/7/2025	Brigette Jones	Johnson Controls Security Solutions	11/21/2025
Alexa Grant	Cops Monitoring % Lydia Security	10/23/2025	Charles Jones	Affiliated Monitoring	10/17/2025
Rhonda Greenberg	Johnson Controls Security Solutions	11/13/2025	Curchara Jones	Allied Universal Technology Services	9/3/2025
Carolyn Greene	Securitas Technology Corporation	9/26/2025	David Jones	Johnson Controls Security Solutions	11/7/2025
Heidi Griffin	Vivint, Inc.	10/7/2025	Dawanda Jones	Guardian Alarm Company	11/23/2025
Wayne Griffin	Federal Response Center	10/30/2025	Dria Jones	National Monitoring Center	10/29/2025
Kayla Guajardo	Superior Central Station Inc.	11/25/2025	Floyd Joseph	Affiliated Monitoring	10/31/2025
Kenyon Gunnell	Vivint, Inc.	10/24/2025	Theresa Julius	Interface Systems-StLouis	10/29/2025
Paul Gupton	SimpliSafe Inc.	9/9/2025	Pedro Jumping Eagle	Securitas Technology Corporation	8/10/2025
Carolina Gutierrez	Dispatch Center, LTD	11/6/2025	Cenisa Kalis	Securitas Technology Corporation	8/19/2025
Tailer Guyton	Everon LLC	8/9/2025	Skylar Kelley	Everon LLC	8/29/2025
Adam Hale	The Church of Jesus Christ of Latter-day Saints	8/26/2025	Mason Kendal	Costco Wholesale	10/28/2025
MieCala Hale	Central Station, Inc.	11/17/2025	Soon Kim	National Monitoring Center	8/26/2025
Derek Hall	H B Brooks International Inc	9/24/2025	Roderick Kines	Allied Universal Technology Services	11/14/2025
Miles Hammack	Centralarm	9/28/2025	Ting Kirven	National Monitoring Center	11/3/2025
Jason Hampton	Interface Systems-StLouis	9/19/2025	Ella Klimchuk	Vivint, Inc.	10/24/2025
Hannah Handorf	COPS Monitoring-TX	10/14/2025	Anna Koerner	Securitas Technology Corporation	9/16/2025
Fidelity Harper	Securitas Technology Corporation	11/19/2025	Alyssa Kovalik	Fleenor Security Systems	9/12/2025
Kevin Harris	Security Equipment Inc.	11/2/2025	Rathana Kry	Power Plus	8/26/2025
Qiana Harris	Huntington National Bank	9/11/2025	Natalie Laiosa	Wegmans Asset Protection	10/16/2025
Kevin Hartsfield	Dispatch Center, LTD	8/21/2025	Cadesha Lambert	SimpliSafe Inc.	11/17/2025
Dixon Harvey	Johnson Controls Security Solutions	11/14/2025	Ty'Via Lam-Derrick	Per Mar Security Services	9/8/2025
Cason Hatfield	Transcend Security	8/20/2025	Price Lane	SimpliSafe Inc.	10/21/2025
Kyle Hecker	Slomin's Inc.	8/14/2025	Israel Lara	Alert 360	11/11/2025
Sherry Heintzelman	Power Plus	8/26/2025	Lisa Larson	Securitas Technology Corporation	8/31/2025
Lily Henning-Burton	Vivint, Inc.	10/24/2025	My'a Lawson	Securitas Technology Corporation	9/19/2025
Michael Henry	Sentriforce	10/13/2025	Jessy Lemmon-Collins		
Magan Henson	Interface Systems-StLouis	8/21/2025		Alarmco Boise	10/1/2025
Chris Hernandez	Pro-Vigil, Inc.	11/19/2025	Vance Lems	Securitas Technology Corporation	9/22/2025
Gabriela Hernandez	National Monitoring Center	8/20/2025	Rebecca Lewellen	COPS Monitoring-TX	11/7/2025
Kandi Hines	NextEra Energy Corporate Security	9/8/2025	Keriyate Lewis	ViewScan	8/19/2025
			Asia Lievens	Per Mar Security Services	10/11/2025
			Justin Liggins	Interface Systems-StLouis	11/12/2025
			Kederlla Lochard	Affiliated Monitoring	8/22/2025

Name	Company	Graduated	Name	Company	Graduated
Allison Lopez	Vivint, Inc.	10/24/2025	Jada Pennington	COPS Monitoring-TX	10/23/2025
Angel Lopez	Centralarm	8/16/2025	Jillian Perez	Security Alarm Corporation	9/13/2025
Carlos Lopez	National Monitoring Center	11/6/2025	Kristina Peterson	Vivint, Inc.	11/11/2025
Stormi Lopez	Allstate Security Industries, Inc.	11/11/2025	April Phipps	Walden Security	8/6/2025
Jessica Lorimer	Alarmco Boise	9/24/2025	Joy Pickens	Allstate Security Industries, Inc.	9/25/2025
Brad Lotis	Guardian Protection Services	9/23/2025	Diana Pierce	Securitas Technology Corporation	8/31/2025
Michelle Major	Securitas Technology Corporation	9/25/2025	Isaiah Piercy-Owens	SimpliSafe Inc.	10/21/2025
Kevin Manning	Alarmco Boise	9/30/2025	Cassandra Pike	Security Central	10/3/2025
Ryan Marr	Guardian Protection Services	10/1/2025	Gerardo Pimentel	Power Plus	11/20/2025
Gilbert Martinez	National Monitoring Center	11/6/2025	Samantha Pinter	ViewScan	8/28/2025
Isiah Martinez	Pro-Vigil, Inc.	10/16/2025	Pantelis Pishos	Allied Universal Technology Services	10/20/2025
Jennifer Martinez	Power Plus	8/26/2025	Joshua Poss	Pro-Vigil, Inc.	11/11/2025
Mario Martinez	Pro-Vigil, Inc.	10/19/2025	Ajay Prasad	Pro-Vigil, Inc.	10/23/2025
Ashley Mason	Statewide Central Station	11/26/2025	Norma Price	Fire Monitoring of Canada, Inc. (CA)	11/21/2025
Harry Mathews	United Central Control	8/7/2025	Brock Radaker	Tech Systems Inc	8/12/2025
Monique Maxwell	Johnson Controls Security Solutions	11/6/2025	Josiah Rand	Allied Universal Technology Services	10/21/2025
Joseph Mayonte	Spence Security Services (TC)	8/6/2025	Cathy Reed	Tech Systems Inc	9/16/2025
Elisha McBride	Everon LLC	11/29/2025	Delailah Reyna	Pro-Vigil, Inc.	10/23/2025
Alex McCullough	Guardian Alarm Company	11/3/2025	LaShakur Rice-Streeter	Guardian Alarm Company	11/9/2025
Cadrian McDaniel	AlarmWatch	10/16/2025	Nancy Rickman	Everon LLC	8/15/2025
Corinne Mclean	Guardian Protection Services	10/21/2025	Lauren Riley	Zeus Fire and Security Headquarters	11/25/2025
Christopher McLeod	Allied Universal Technology Services	10/20/2025	Jaquan Rivera	Everon LLC	8/22/2025
Benjamin McMann	Per Mar Security Services	9/27/2025	Krystle Rizzitiello	Zeus Fire and Security Headquarters	8/19/2025
Jose Medina	Pro-Vigil, Inc.	10/15/2025	Elizabeth Rockette	Security Central	9/13/2025
Julian Medina	Danner's Inc	10/15/2025	Kendall Rogers	National Monitoring Center	9/26/2025
Kasha Melerski	iWatch Communications	9/24/2025	Brandi Roseboro	Metrodial Corporation	9/29/2025
Pedro Mendez	Power Plus	11/19/2025	Deborah Ruffner	Affiliated Monitoring	10/27/2025
Nathan Merrill	Avantguard Monitoring Centers	8/23/2025	Pearl Salazar-Mata	Dispatch Center, LTD	10/10/2025
Austin Miller	American Electric Power Security		Jamie Salisz	Federal Response Center	8/22/2025
	Operations Center	8/12/2025	DieneRa Salvador	Everon LLC	11/30/2025
Jordan Miller	Per Mar Security Services	10/12/2025	Abner Sanchez	Power Plus	9/24/2025
Mady Miller	Dynamark Monitoring	9/12/2025	Alex Sarpong	SimpliSafe Inc.	9/9/2025
Rick Miller	Alarmco Boise	8/25/2025	Abdul Sayani	Paladin Technologies (CA)	11/5/2025
Susan Miller	Security Central	11/21/2025	Ryan Schneider	Constellis	9/23/2025
Joe Min	National Monitoring Center	8/26/2025	Elizabeth Schwantner	Interface Systems-StLouis	8/28/2025
Wyatt Minor	Alarmco Boise	10/4/2025	Shauna Scott	Affiliated Monitoring	10/27/2025
Christopher Mitchell	Allied Universal Technology Services	9/3/2025	Johnny Sengmanichanh	Blue Eye Corporation	11/9/2025
Marquis Mitchell	National Monitoring Center	10/28/2025	Tania Sharma	Paladin Security Group (CA)	9/1/2025
James Mobley	Alert 360	11/14/2025	Venus Sharma	City Of Toronto (CA)	8/14/2025
Monica Money	Allied Universal Technology Services	10/7/2025	Drew Shea	Alarm.com	11/24/2025
Kayla Monroe	Allstate Security Industries, Inc.	9/29/2025	April Sheppard	SimpliSafe Inc.	11/4/2025
Lexi Morris	National Monitoring Center	10/29/2025	Anthony Siilata	The Church of Jesus Christ of Latter-day Saints	10/24/2025
Misti Morris	Brinks Home Security	9/20/2025	Brittany Smith	Federal Response Center	8/22/2025
Payton Mosher	Vivint, Inc.	11/25/2025	Bryce Smith	Pro-Vigil, Inc.	10/21/2025
Hunter Murley	Pro-Vigil, Inc.	11/5/2025	Jeff Smith	Tech Systems Inc	8/14/2025
Makayla Murray	Interface Systems-StLouis	8/19/2025	Tyera Smith	Everon LLC	8/7/2025
Julia Muth	Securitas Technology Corporation	9/22/2025	Marcus Soliman	DGA Security	10/16/2025
Janae Nash	Alert 360	11/8/2025	Joyce Sorrells	National Monitoring Center	10/29/2025
Ola Nassar	Securitas Technology Corporation	8/27/2025	Narraya Sparks	Bay Alarm	9/22/2025
Steve Nolan	Per Mar Security Services	11/15/2025	Vitina Spencer	Securitas Technology Corporation	11/22/2025
Alex Ocampo	National Monitoring Center	10/7/2025	Whitney Spencer	ViewScan	8/14/2025
Sharnarre Oliver	Tech Systems Inc	8/7/2025	Richelle Spinuzzi	Johnson Controls Security Solutions	11/20/2025
Albert John Olivera	Spence Security Services (TC)	8/10/2025	Latifah Staples	Interface Systems-StLouis	8/22/2025
Chelsie Onyango	COPS Monitoring-TX	10/30/2025	Brandey Stephens	COPS Monitoring-TX	10/15/2025
Angelina Orellana	Pro-Vigil, Inc.	10/23/2025	Justin Stetler	Zeus Fire and Security Headquarters	8/23/2025
Andrew Ortega	United Central Control	8/26/2025	Demetrius Stovall	Vivint, Inc.	11/24/2025
Jovi Osborne	Wegmans Asset Protection	9/12/2025	Kenneth Strohm	Securitas Technology Corporation	8/8/2025
Imani Owens	Alert 360	11/17/2025	Jackson Stuart	Johnson Controls Security Solutions	11/21/2025
Vanessa Padgett	National Monitoring Center	8/19/2025	Sharell Suggs	Securitas Technology Corporation	9/24/2025
Brandon Page	Zeus Fire and Security Headquarters	8/15/2025	Jake Sumner	Costco Wholesale	10/23/2025
Lilia Paguadua	Huntington National Bank	9/2/2025			
Brittani Palmer	Guardian Alarm Company	11/11/2025			
Christine Paniagua	Securitas Technology Corporation	11/30/2025			
Karl Paul	Everon LLC	11/28/2025			

Name	Company	Graduated
Tiffany Sutton	Securitas Technology Corporation	8/24/2025
Terry Swafford	Washington Alarm	8/18/2025
Madison Swigart	Vivint, Inc.	10/30/2025
Henrietta Sykes	Securitas Technology Corporation	8/23/2025
DeAundria Taylor	Everon LLC	8/22/2025
Lorenzo Taylor	Brinks Home Security	9/21/2025
Charde Teal	Bay Alarm	11/29/2025
Joseph Thayer	Pro-Vigil, Inc.	10/29/2025
D'Shae Thicklen	National Monitoring Center	9/26/2025
Anita Thomas	Alarm Monitoring Services, Inc.	10/1/2025
Gus Thomas	Interface Systems-Dallas	11/21/2025
Shakara Thomas	Security Alarm Corporation	9/13/2025
Starla Thomas	ESC Central	8/8/2025
Matthew Thometz	Alarmco Boise	10/12/2025
Nathan Thompson	Pro-Vigil, Inc.	10/29/2025
Vache Thompson	Alert 360	11/23/2025
Jennifer Thornton	Pro-Vigil, Inc.	11/5/2025
Annasiha Toole	SimpliSafe Inc.	9/9/2025
Derek Torres	Pro-Vigil, Inc.	10/23/2025
Jordan Trahan	Washington Alarm	8/20/2025
Rachelle Truesdale	Securitas Technology Corporation	9/30/2025
Jan Tsang	Paladin Security Group (CA)	8/27/2025
Sade Turner	Everon LLC	8/13/2025
Minware Tutu	Interface Systems-StLouis	9/30/2025
Eduardo Uribe	Vivint, Inc.	10/10/2025
Elizabeth Vallon	Allstate Security Industries, Inc.	9/22/2025
Dylan Van Dorian	Everon LLC	9/26/2025
Aleczander Vanhorn	Security Alarm Corporation	9/13/2025
Angel Vargas	AlarmWatch	10/13/2025
Joe Vargas	National Monitoring Center	10/7/2025
Kaylin Varnedore	COPS Monitoring-TX	10/21/2025
Kayla Vejar	Alarmco	9/20/2025
Latasha Viltz	ViewScan	8/17/2025
Ren Walling	COPS Monitoring-TX	10/20/2025
Destinee Warren	National Monitoring Center	8/21/2025
Caitlyn Washington	Security Engineers Inc.	10/22/2025
Kristopher Watson	Constellis	11/18/2025
Malik Watson	SimpliSafe Inc.	9/9/2025
Zamora Watson	DGA Security	8/31/2025
Amanda Weese	Johnson Controls Security Solutions	11/17/2025
Ellery Wheaton	COPS Monitoring-TX	10/16/2025
Anna White	Security Central	9/14/2025
Mia White	Affiliated Monitoring	11/17/2025
Morgan White	Affiliated Monitoring	11/14/2025
Stephanie White	SimpliSafe Inc.	10/21/2025
Brittany Williams	SMART Security Pros, LLC	
	dba Mobile Video Guard	11/12/2025
Cire Williams	Everon LLC	10/2/2025
David Williams	Deltcorp	9/11/2025
Elijah Williams	Pro-Vigil, Inc.	10/22/2025
Shandreis Williams	Allied Universal Technology Services	8/19/2025
Jesse Williamson	Everon LLC	8/12/2025
Lilly Williamson	Alert 360	11/13/2025
Demire Wilson	ViewScan	8/13/2025
Richard Wofford	DGA Security	11/17/2025
Britney Wright	ESC Central	11/4/2025
Destinee Wright	Johnson Controls Security Solutions	11/7/2025
Coreena Wyrick	Johnson Controls Security Solutions	11/20/2025
Josue Yangari	DGA Security	10/15/2025
James Yates	SentriForce	8/13/2025
Meranda Yates	National Monitoring Center	8/19/2025
Charles Yeah	Vivint, Inc.	10/29/2025
Calvin Young	Allied Universal Technology Services	10/7/2025

Name	Company	Graduated
Denia Young	Federal Response Center	10/30/2025
Linnea Young	Everon LLC	9/24/2025
Andrew Zamora	SentriForce - Network Outfitters	10/23/2025
Jenny Zaragoza	AlarmWatch	10/24/2025
David Zelenak	Per Mar Security Services	11/11/2025
Erin Zinn	Everon LLC	11/26/2025
Karl Zwick	Securitas Technology Corporation	9/18/2025

Operator Level 2 Training Graduates

Name	Company	Graduated
Kelly Abood	Securitas Electronic Security	9/13/2025
Helen Allen	United Central Control	11/14/2025
Melissa Allen	United Central Control	11/12/2025
Jeremy Andres	Securitas Technology Corporation	9/25/2025
Jon Aurand	Securitas Electronic Security	9/27/2025
Sanoussy Bah	Securitas Technology Corporation	10/2/2025
Amy Baugh	Securitas Technology Corporation	9/30/2025
Kristin Bergt	Security Equipment Inc.	10/31/2025
Brevin Blalock	SMART Security Pros, LLC	
	dba Mobile Video Guard	9/29/2025
Christopher Bolden	Securitas Electronic Security	9/16/2025
Charlette Bowman	Pro-Vigil, Inc.	10/23/2025
Shontisha Bruce	Securitas Technology Corporation	10/1/2025
Ryan Brunson	Federal Response Center	10/19/2025
Nicholas Bulger	Pro-Vigil, Inc.	11/20/2025
Janee Bullock	Per Mar Security Services	8/4/2025
Nicolas Caballero	Interface Systems-Dallas	8/20/2025
Heather Caldwell	Pro-Vigil, Inc.	10/21/2025
John Caldwell	Securitas Technology Corporation	8/22/2025
Shenazar Cloud	Tech Systems Inc	8/31/2025
Jazmin Conwell	Tech Systems Inc	8/29/2025
Jeremy Cox	Alarmco	8/2/2025
Andrew Durk	Federal Response Center	10/19/2025
Amber Engelke	Securitas Technology Corporation	9/6/2025
Isabella Evans	Per Mar Security Services	11/16/2025
Nicolas Ewing	Securitas Technology Corporation	9/20/2025
Laurie Froberg	Securitas Technology Corporation	9/30/2025
Grant Graham	National Monitoring Center	8/8/2025
Amber Grayer	Interface Systems-Dallas	8/19/2025
Aja Greene	Pro-Vigil, Inc.	11/15/2025
Carolyn Greene	Securitas Technology Corporation	9/28/2025
Derek Hall	H B Brooks International Inc	9/25/2025
Tara Harrison	Damar Security Services/	
	Security Response Center (CA)	8/27/2025
Deedie Holland	Holland	
	Securitas Technology	9/18/2025
David Howard	Bay Alarm	9/29/2025
Faafetai Hunkin	Securitas Technology	9/27/2025
Rezjuana Hunt-Scantlebury		
	Tech Systems Inc	8/31/2025
Anne Illies	Securitas Technology Corporation	9/24/2025
Garrett Illies	Securitas Technology Corporation	9/28/2025
Daniel Indykiewicz	Securitas Technology Corporation	9/18/2025
Anthony Iorizzo	Tech Systems Inc	9/2/2025
Tanya Jackson	Securitas Technology	9/17/2025
Hailey Jenkins	Bay Alarm	9/9/2025
Toni Juarez	Securitas Electronic Security	11/24/2025
Pedro Jumping Eagle	Securitas Technology Corporation	9/13/2025
Cenisa Kalis	Securitas Technology Corporation	8/23/2025
Robert Keen	Engineered Protection Systems, Inc.	8/2/2025

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Name	Company	Graduated
Anna Koerner	Securitas Technology Corporation	9/23/2025
Alyssa Kovalik	Fleenor Security Systems	9/30/2025
Eric Kyle	Pro-Vigil, Inc.	10/21/2025
Madalyn Ladd	Federal Response Center	10/26/2025
Steve Laime	Tech Systems Inc	9/1/2025
Lisa Larson	Securitas Technology Corporation	9/23/2025
My'a Lawson	Securitas Technology Corporation	9/29/2025
Vance Lems	Securitas Technology Corporation	9/30/2025
Marisol Llanas	United Central Control	8/12/2025
Brad Lotis	Guardian Protection Services	9/23/2025
Michelle Major	Securitas Technology Corporation	9/30/2025
Benjamin McMann	Per Mar Security Services	11/8/2025
Jordan Miller	Per Mar Security Services	11/16/2025
Tatiana Moe	Alarmco	10/21/2025
Scott Montgomery	Royal Ontario Museum (ROM) (CA)	8/20/2025
Kyle Palozie	Pro-Vigil, Inc.	11/22/2025
Shelley Peebles	Securitas Electronic Security	9/27/2025
Reuben Perry	Pro-Vigil, Inc.	11/17/2025
Diana Pierce	Securitas Technology Corporation	9/24/2025
Matthew Puente	United Central Control	8/25/2025
Bryan Romero	Pro-Vigil, Inc.	11/21/2025
Marissa Samayoa	Bay Alarm	8/20/2025
Kalli Shannon	Pro-Vigil, Inc.	11/25/2025
Venus Sharma	City Of Toronto (CA)	9/2/2025
Deonte Simpson	Pro-Vigil, Inc.	10/31/2025
Narrya Sparks	Bay Alarm	11/5/2025
Kenneth Strohm	Securitas Technology Corporation	8/28/2025
Sharell Suggs	Securitas Technology Corporation	9/26/2025
Henrietta Sykes	Securitas Technology Corporation	9/12/2025
Rachelle Truesdale	Securitas Technology Corporation	9/30/2025
John W. Turner	ADT	8/22/2025
Nicholas Washington	Securitas Electronic Security	9/19/2025
Jacob Watson	Securitas Electronic Security	9/29/2025
Matthew Wilkerson	Alarmco	10/1/2025
Jacob Williams	Federal Response Center	10/31/2025
Preston Wren	Tech Systems Inc	8/28/2025
James Yates	SentriForce	10/14/2025
Andrew Zamora	SentriForce - Network Outfitters	11/21/2025
Karl Zwick	Securitas Technology Corporation	9/19/2025

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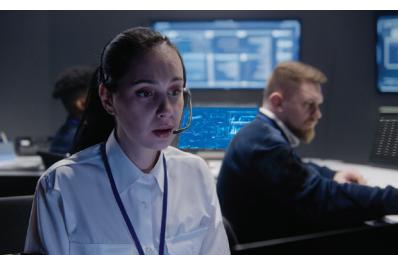
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