

2014 CSAA Award Submission  
Monitronics Security  
**Central Station of the Year**  
March 28, 2014



## **NRTL Listings and Certifications**

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

Monitronics takes pride in the level of service we provide and commitment we have to keeping our customers safe and secure. We market our UL listing, qualification and logo on marketing collateral made available to authorized-dealers selling our monitoring service. We also showcase the logo and certification on our website ([www.monitronics.com](http://www.monitronics.com)) to demonstrate the standards by which we work. The distinction offers prospective customers the peace of mind they need when purchasing a potential life-saving service. Being UL Certified helps demonstrate the promise we make to our customers when we say *"Security is Our Priority"*.

**2. If your company is a CSAA Five Diamond Member, how does it use the distinction of its CSAA Five Diamond Certification to better position itself in the marketplace?**

Holding the CSAA Five Diamond Certification sets Monitronics apart, accrediting the exceptional quality in service and alarm response we provide our customers. This merit illustrates the commitment we have to delivering the highest standards in alarm monitoring. By leveraging the CSAA and UL certifications in the marketing of our Alarm Response Center, our network of dealers help to position Monitronics as one of the fastest growing alarm companies and as an industry leader in alarm security. We give authorized dealers several opportunities to use the qualification to help sell our monitoring service to potential customers.

We present each dealer with sales collateral templates that include the logo and in many ways use the distinction to help differentiate our services from others in the industry. These marketing pieces range from a full in-home presentation, customer monitoring promotional piece, Monitronics Alarm Response Center information packet, the alarm monitoring brochure and the security system needs analysis form – all leveraging the CSAA Five Diamond Certification recognition and importance.

## **Disaster-Recovery Plan**

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

In the event of an emergency or disaster to our Alarm Response Center, we would enact the procedures in our formal Disaster Recovery Plan that was refreshed and rewritten in September of 2012. This document is reviewed biannually and was most recently reviewed in February of 2014.

The purpose of this plan is to not only keep the Emergency Dispatch Operators of our central station safe but to continue providing the emergency support we promise to each customer. We have documented possible scenarios where this plan would be needed, from partial station power outages to bomb threats to weather events resulting in the complete inability to operate the primary facility. Employee contact information is verified monthly as part of our readiness preparation to ensure proper communication among our teams during a declared emergency situation. Our disaster plan is part of a much larger business continuity plan that transfers complete operation, if necessary, to a fully redundant back-up facility. It is our mission to keep all Monitronics personnel safe while continuing to efficiently respond to incoming emergency signals.

Supervisors are also required to cover the disaster manuals with their teams on a monthly basis to keep everyone fresh on existing policies and procedures. We complete a full testing of our back-up site quarterly to ensure that system function and operator understanding meets company standards at any time.

## Hiring Criteria

### 4. How does your central station attract and qualify the right employees? How does your company solicit new employees?

Security, fire and medical alarm monitoring is at the core of our business model. As such, we take our hiring process very seriously, given the nature of the role. We have been recognized by the Dallas Morning News as one of the “Top 100 Places to Work in the DFW Area” consecutively (2011, 2012, and 2013), resulting in a recruiting advantage in the marketplace. We attract exceptional candidates through various career websites, job fairs and community-based organizations, as well as have internal recruiters seeking out and discovering local talent.

We utilize an intense interview process that ensures only the best and most qualified candidates are selected. We employ a hiring team that couples one salaried employee with two front-line agents for each interview. This allows the applicant, as well as their peers, to evaluate the candidate’s personality fit and the contributions they could make to the success of Monitronics’ central station.

The screening process includes:

- In-depth phone examination
- Skill set assessments
- Panel interview process (interviewed by their potential peers and supervisors)
- Behavior indicator assessment
- Provide side-by-sides with current agents (realistic job overview)
- Drug screening and criminal background check
- Personal and professional reference check on all offerings

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

Monitronics does not use a traditional incentive program to retain employees in the Alarm Response Center (ARC); rather we focus the entire company on building and maintaining an employee-centric culture that makes Monitronics an attractive place to work. While we offer various programs that build an encouraging and healthier workplace, we also focus on individual accountability and ownership of success, which emphasizes employee engagement in decision making. This methodology encourages management to maintain an environment where everyone is treated as an adult, holding each person to higher expectations of excellence and setting high expectations of performance. This fundamental approach allows talented employees to identify and eliminate obstacles to success, which drives greater company performance and better service delivery to our customers.

We offer EDOs competitive wages and benefits, shift and weekend differentials and stipends for certified Spanish-speaking agents. Additionally, we take time to show our appreciation and recognize the hard work our employees put into helping us maintain a strong standing in the industry. Each spring we host a week-long, company-wide employee celebration filled with food, fun, games and music. This celebration allows our employees to relax a little bit and enjoy some fellowship time with each other and with folks from

different departments in a group setting. The ARC also has a dedicated “fun” committee, which is a peer-driven program that solicits “fun” activities to keep morale high year-round to improve employee productivity.

A unique program established for recognizing employees is the Hero Award, which recognizes an Emergency Dispatch Operator (EDO) whose actions have directly saved the life of a customer or prevented a loss of their property. This award publicly recognizes an employee in our regular employee newsletter (*Arm'd*), our quarterly distributed dealer bulletin (*The Monitor*), as well as pictures with the CEO and VP of Monitoring Operations being displayed throughout the building on rotating monitor boards with an accompanying story. The employee receives a special identification badge and an embroidered shirt, both with the Hero Award emblem. Our mission is to encourage operators to remain focused and treat every alarm as if it's a life-threatening event.

To facilitate a healthy work environment, we staff an in-house health and wellness coordinator/fitness trainer that helps employees evaluate personal weight loss and fitness regimens, participate in local fitness activities and marathons and provides health screenings and an onsite gym that is available 24/7. We also offer discounted memberships to local fitness clubs in the area.

These efforts have allowed us to retain qualified talent because our culture is unique to both the area and the industry.

## Training and Continuing Education

- 6. Describe the training that your central station offers to central station staff, both initially, as well as ongoing training. Include the following information: (a) the length of your training program; (b) what training methods are used (i.e., classroom, video, hands-on, etc.); (c) how do you determine whether a trainee has successfully completed the program?**

We have a department dedicated to training Alarm Response Center (ARC) Emergency Dispatch Operators (EDO). The intense training regimen gives agents the opportunity to truly grasp the importance of their position and how it impacts the rest of the organization. The new hire program consists of:

- 80 hours of monitoring operator classroom training, including but not limited to
  - Detailed instruction on the appearance and use of each system type
  - Coaching on how each alarm type would be handled in our monitoring system.
  - Periodic knowledge check quizzes throughout the program
- 40 hours of hands-on training with a qualified mentor
- 16 hours of classroom and group environment training about our culture
- Final comprehensive knowledge check

During the mentor phase, a qualified mentor will reinforce skills learned during the classroom portion of training and provides new hires with the opportunity to begin taking live alarms to ensure consistency of service. These mentor sessions build new employee confidence by encouraging live skills training with the knowledge that help is right next to them if needed. Mentors evaluate new hires throughout the sessions and track progress of skills mastery for topics learned in class. At the end of the week, the mentors and classroom facilitator will meet to make recommendations to the ARC leadership team for which new EDOs are ready to graduate. All EDOs complete the CSAA Operator Level I exam within their first 30 days with the ARC.

While we provide every operator with ongoing educational tools, we also make constant efforts to evaluate and improve the training procedures already in place. The effectiveness of agent training is measured primarily through learner feedback surveys and scenario-based skills assessments. During new hire training, EDOs are provided weekly online surveys that aim to measure how well they understand the training curriculum. By providing these surveys on a weekly basis, trainers are able to identify and adjust training quickly, as well as modify the learning program and materials for upcoming classes.

We utilize a full-time Quality Coach and assistant, dedicated to service quality. The quality program performs several remote and live call reviews with each employee throughout the month. Feedback is provided back to the EDO based on the customer interaction and technical aspects of the handled alarm. The coach identifies trends and reports weekly to ARC leadership in order to align recurrent training for timeliness and content.

The activities above are also reinforced with content housed in an online help system, called MoniHelp, which representatives can access at any time to refresh their knowledge. As policies and procedures are created and updated, the additions and changes are documented inside of MoniHelp for agent use. Changes are communicated to the department through email, and reinforced in team huddles and one-on-one meetings with employees. Larger initiatives are rolled out through formal training modules complete with knowledge assessments.

## **Quality of Recordkeeping and Performance Data**

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

Quantifying performance is one component of how we gauge the success of an individual Emergency Dispatch Operator (EDO) and the Alarm Response Center (ARC) as a whole. ARC Managers Sandy Rivers and Cary Bell hold operational responsibilities for all aspects of the 24-hour operations that provide alarm response to more than 1 million customers.

While response time is important to every central station, being fast is not the only way to measure success. We also evaluate consistency of service. At the beginning of 2013, we deployed a new workforce management solution and leveraged an existing team of people dedicated to calculating and forecasting staffing needs at various times of the day. This optimizes staffing levels and certifies that we are appropriately staffed to handle a particular call volume at any time of day or night to provide exceptional monitoring service to our customers.

In early 2013, a formal employee scorecard was created to balance the employee performance with customer expectations. This performance scorecard looks at three components: an EDO's interaction quality, total alarm duration time and amount of time they were available to take an alarm against their assigned schedule. When reviewing interaction quality, we focus on both the technical side of handling an alarm and whether the alarm left a favorable impression with our customer. For duration, we measure efficiency and handle time to ensure we achieve high operator productivity levels.

## **Adoption of New Technologies/Central Station-Based Services**

### **8. Which of these technologies does your central station offer? (Mark all that are appropriate.)**

We currently have the following technologies in our central station:

- a. Two-way communication
- b. Email alerts
- c. Alternate means of signal reception (other than POTS)
  - i. Cellular (Telguard, Alarm.com, Connect24 and AlarmNet)
  - ii. Radio
  - iii. Internet Protocol (IP)
  - iv. Global System for Mobile Communications (GSM)
- d. Automated dispatching to 911 centers (ASAP)
- e. PERS
- f. Outbound IVR for low priority signals

## **Relationship with Responding Authorities**

### **9. What is your central station doing to preserve and/or improve its relationship with responding authorities?**

As the safety of our customers is our top priority, we recognize that we cannot achieve this alone. It is our mission to collaborate with local law enforcement and emergency personnel across the country to not only maintain positive and beneficial relationships, but also be a valuable partner in deterring crime and providing assistance during an emergency. We work to eliminate unnecessary drain on agencies by effectively managing false alarms, educating customers at every point of contact, validating the data we provide to authorities and proactively assisting customers with high false alarm activity. Monitronics also fosters the relationships we've built with agencies across the country by staffing an entire department dedicated to permit and licensing compliance, as well as industry relationships we've created with group participation.

To help us reduce false dispatches, we use the Enhanced Call Verification process (ECV) as a standard operating procedure, resulting in fewer alarm dispatches. This allows emergency responders to remain ready and available to help during real emergencies. Additionally, we encourage our dealers to install 2-way communication systems as an alternate method to reach customers during an alarm event at their location and confirm if emergency responders are actually needed. Educating customers at every point of contact is also important, whether we are speaking to customers over the phone or mailing them a piece of correspondence, helping them understand why it's important that they understand how to use their alarm properly, how to prevent false alarms and why maintaining accurate customer contact information is critical to Monitronics keeping customers safe.

Our data integrity department manages the validation of new and existing customer information during account creation and change requests. Providing accurate customer information is a crucial step in helping responding authorities and personnel in protecting our customers. The group takes this a step further by managing a collection of exception reports that ensure valid documentation across all customer accounts. Adopting these strict guidelines help guarantee that the proper procedures are followed during an alarm and the correct parties are notified with clean data during a stressful and possibly dangerous situation.

In an effort to reduce and resolve the number of future false alarms, we make proactive outbound attempts to contact customers with high alarm activity for system operation and troubleshooting assistance. These direct contacts resulted in a 55 percent reduction in dispatch requests for high activity customers. We use several tactics in reaching our customers: we first created a false alarm prevention card, we include seasonal and false alarm reduction tips in monthly statement messaging, we offer web pages and blogs that provide tips on system use, and give additional information as part of our 'on hold' messaging when customers call in to speak with Customer Care.

Monitronics also utilizes their industry participation to work with agencies on developing programs that work for both parties. For instance, our Permit and Licensing Department is a facet of the program devoted to working with agencies, our dealers and customers to obtain and renew permits where jurisdictions require them. Monitronics makes sure that all customers are made aware of permit requirements in their area and what actions need to be taken for them to be in compliance. Keeping an open dialogue with different law enforcement agencies has also fostered a positive working relationship.

As a charter member of the Automated Secure Alarm Protocol (ASAP)-to-PSAP program, we work with agencies to more efficiently transfer dispatch information which, in turn, reduces the need for agency resources. We believe strongly in the future of this program and are chair members on the ASAP Outreach Committee to work with emergency personnel, expanding the effort made between ongoing alarm response and the request of police dispatch. We have placed a high value in the relationships we build with local authorities and constantly work to improve it based on what each jurisdiction expects from our customers and our Alarm Response Center.

Combining the efforts of each department to streamline procedures behind the scenes, not only creates a smoother experience for our customers, but also improves the ongoing relationships we have established and maintain with responding authorities and emergency personnel across the country.

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

We make every attempt to identify an alarm is false before requesting an agency dispatch. From the Emergency Dispatch Operators (EDO) engaging in Enhanced Call Verification (ECV) to 2-way voice devices being installed as often as possible, we provide customers with several options to validate alarms and eliminate unnecessary dispatches. We also utilize proactive outreach programs to continually educate customers as well as actively remind them to update their emergency contact information.

Another approach we use to combatting false dispatches is customer intervention and education. With that, customer activity reporting and customer outreach programs allow us to help customers every step of the way. We use the following concepts to stay connected and help reduce false alarm activity on each account:

- Highlight the importance of proper system usage
- 'What happens during an alarm' instructions
- Emergency contact updates and maintenance
- False alarm/system operation reminder instructions
- Permitting and ordinance rules
- How to contact us if there are questions
- Seasonal false alarm prevention tips and reminders

The false alarm prevention piece was developed to address customers with recent high dispatch rates and alarm activity. The program reduced alarms received by 50 percent and dispatches by 80 percent over the course of 30 days as we measured against a similar activity control group who did not receive the mailing. This program is expected to deploy nationwide in Q2, 2014.

Lastly, the company has made significant investment in building a Data Integrity function to validate data and ensure the quality of information being presented to authorities and emergency personnel is clean and useful. Daily activity focuses on associating the correct responding agency or guard with the correct location, improving permit and ordinance compliance throughout the country, redesigning the customer account initiation tool, authenticating alarm system information and making appropriate changes and outbound customer contact campaigns to correct customer information.

By combining the efforts of each department, Monitronics continuously works to assess and improve the false alarm procedures we currently have in place.

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

Keeping a customer's experience top of mind, we make a constant effort to not only validate customer data to ensure accurate information is provided to authorities, but also educate customers on why false alarms occur and possible ways to prevent future false alarms. We have adopted Enhanced Call Verification dispatch protocol for burglary alarms and use the 90 second rule under NFPA 72 to verify alarms prior to transmission to the agency when responding to residential fire alarms. We also use dual technology sensors and employ CP-01/SIA compliance on new panels and installs.

## **Relationships with Customers**

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

In a recurring services model, reducing customer attrition is the biggest lever driving shareholder value. To that end, we think that the Alarm Response Center (ARC) plays a prominent role in the satisfaction of our customers, and their decision to stay with us long term, because they interact with our customer base more frequently than any other part of the organization.

In order to treat every alarm as if it is a real event, we constantly measure the consistency of service provided by the ARC throughout a given day and endeavor to staff centers to meet the demand at any given time. We are prompt with alarm response and work to offer our customers an experience they can't find anywhere else. We support this notion with the performance scorecard mentioned previously, with 50 percent based on an agent's quality of service delivery. We hold ourselves to a high service delivery standard, responding to all high priority alarms quickly and accurately, resulting in our consistently achieving response-time objective of 85 percent per hour long interval during each 24-hour period.

Consistency provides a similar alarm response experience for any customer, regardless of the time of day, day of the week or time of year. We also ensure operators are handling alarms quickly and efficiently. This

efficiency standard balances how well the ARC operators follow our set standards and procedures for alarm handling while showing a recognizable level of empathy towards the situation at hand. Customers take comfort in knowing they are talking to experts that can not only help them feel safe, but also care about what they are facing during an alarm.

Leveraging the culture we have established internally and expecting more from operators, while aligning organizational objectives to ensure success, the ARC is able to treat each customer as if they are our only customer and consistently deliver a high level of service. Combining speed, accuracy and consistent service with employee engagement, Monitronics can differentiate itself with the service we deliver to our customers. This exceptional service is validated by long term customer loyalty and improves customer retention.

## **Role of Central Station in the Company's Overall Business Strategy**

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

Customer monitoring touches every aspect of the organization. From dealer recruitment and marketing through account cancellation, signal processing and our ability to respond to alarms, we are unique in that our central station monitors accounts that we ourselves own as well as wholesale accounts that dealers own themselves and have entrusted us with monitoring.

Members of Monitronics' Alarm Response Center (ARC) pride themselves on the fact that they do not sell a product but rather a potential life-saving service. Because monitoring is the heart of Monitronics, we dedicate the central station to purely managing the alarms of our customers and make every attempt to keep Emergency Dispatch Operators (EDO) holding only one focus – to respond to alarms. This focus and dedication to alarm handling builds trust with our customers, on both ends of the spectrum.

The ARC is integrated into the organization in more ways than just responding to alarms though. We have entire teams dedicated to validating and authenticating the information they work with. The Data Integrity team acts as the gatekeeper for customer information, taking the role beyond simply entering data into fields. Rather they take a holistic approach towards validating every piece of critical account information that could potentially influence our ability to keep customers safe. We also have System and Process Analysts that use their expertise to continuously mine customer information for patterns and inconsistencies. This allows us to develop and implement proactive programs that enhance the experience customers have with Monitronics. Our Permits and Licensing department ensures customers remain compliant so the ARC can request dispatch for customers when necessary. Finally, we have a robust CRM group assisting customers with alarm system troubleshooting to help prevent false alarms and false dispatches in the ARC. Our Data Integrity, Permits and Licensing, and CRM teams help the ARC on many levels and in the end make Monitronics easier to do business with.

## Involvement with Industry Groups

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

Monitronics is very involved in the alarm industry on a local, state and national level. We strive to be one of the many companies acting as a set of eyes and ears around the nation that watch what goes on in the federal and state legislatures that could affect our industry. We believe that we have a civic and ethical duty to ensure that public safety resources are used wisely and efficiently.

Monitronics is highly active in FARA and worked to become IQ Certified in 2013. FARA provides training and resources specifically geared to false alarm management from all aspects. It is also the only organization of its kind that fosters communication and interaction on a local level with law enforcement and alarm unit managers across the US, Puerto Rico and Canada. These relationships have helped the industry and law enforcement work together to solve false alarm issues and ensure that the consumer is in compliance with local ordinances that they have police response when it is needed. Our IQ Certification also proves our commitment to ensuring proper installation and customer training as well as ongoing internal and external efforts to reduce false alarms and assist alarm users in the correct use of their systems.

Through memberships in ESA, CSAA, SIAC, and CEDIA, Monitronics is able to stay involved on all levels of the security industry. The benefit to Monitronics is the ability to be plugged into changes and discussions that can have a direct effect on our company and customers. Many of these organizations also provide training and other services that ensure that our company has the resources for employee licensing and certifications as well as ways for Monitronics to showcase our company through recognition programs and company certifications. We also believe that it is important to give back to our industry by being involved.

Membership in NFPA and UL not only assist Monitronics in obtaining certifications for our day to day operations, they also ensure that Monitronics is up to date on the latest requirements as well as providing us the ability to have a voice in changes to existing programs and the creation of new ones.

CSAA launched the ASAP program several years ago and Monitronics has embraced it wholeheartedly. Monitronics is proud to co-chair the Outreach Committee to work towards bringing more and more PSAP's on board with the program. Monitronics believes that not only does the ability to pass information to an emergency agency electronically eliminate mistakes made by operators and dispatchers in the transfer of information, it also speeds up emergency response which is a win for our customers.

Monitronics also believes that it is very important to be involved at the state level. While certain programs in ESA and CSAA assist our company with licensing compliance in many states, there is a real need to be an active participant as well in the state associations. It is another avenue to ensure that we stay informed in regard to what is occurring that may affect our company and the industry as well as allowing us to effect change and participate in state level activities.

There are a few states where the sheer size and/or population density are better served by having several local area associations that work together with the state association and ultimately ensure that all voices are heard. This is the grass roots involvement that trickles up and works in tandem with state and national efforts when needed.

We are involved in the following industry organizations:

Alarm Association of Florida  
Arizona Alarm Association  
Arkansas Security Alarm Association  
California Alarm Association  
Central Station Alarm Association - ASAP Outreach Co-Chair  
Connecticut Alarm & Systems Integrator Association  
Custom Electronic Design & Installation Association  
Electronic Security Association - Government Relations and National Company Committee  
False Alarm Reduction Association - Electronic Security Associate Director and Communications Committee Co-Chair  
Louisiana Life Safety & Security Association  
Installation Quality Certification  
Maryland Burglar & Fire Alarm Association  
Minnesota Electronic Security & Technology Association  
Missouri – Electronic Security Association of Missouri  
National Fire Protection Association - 3 individual memberships  
New York – Long Island Alarm Association  
New York State Electronic Security Association  
North Carolina Electronic Security Association  
Pennsylvania Burglar & Fire Alarm Association  
Security Industry Alarm Coalition - Supporting Company Sponsor  
Tennessee Burglar & Fire Alarm Association  
Texas – North Texas Alarm Association - Board of Directors Secretary  
Texas Burglar & Fire Alarm Association - Conference Committee Co-Chair  
Underwriters Laboratories, Inc.  
Washington – Electronic Security Association of Washington  
Wisconsin Electronic Security Association

Our involvement in the groups listed above has resulted in several positive outcomes. First, remaining involved on a national level has helped us develop a more robust Permits and Licensing department to manage employee, dealer and customer licensing and permitting. That relationship also helps with conducting sufficient background checks. Secondly, our CSAA – ASAP participation has assisted with the expansion of technology used and led to better agency communication. This allows us to recognize the needs and requirements of each jurisdiction and remain compliant wherever we do business.

## **Additional Information**

### **15. Why does your company deserves to win the CSAA Central Station of the Year Award?**

Monitronics prides itself on the consistent level of service we offer customers. While security is our number one priority, customer experience and satisfaction are just as important. Winning the 2012 and 2013 Consumers' Choice Home Alarm Security Systems award, the Frost & Sullivan Alarm Service Provider of the Year award in 2008, 2010, and 2011, and Stevie Awards for Sales and Customer Service for the Alarm

Response Center in 2013 & 2014, becoming an IQ Certified central monitoring station and maintaining our UL listing, we demonstrate the commitment we have to the safety and satisfaction of our customers.

Over the past year, the Alarm Response Center has leveraged both personnel and technology resources to deliver the highest level of service to our customers. Utilizing our Data Integrity group to validate the customer data we provide to authorities during an emergency situation impacts and enhances the level of service both parties can provide. Finally, we enhanced technology solutions to fully notify and process lower priority signals and alarms to allow the ARC operators to focus on life-safety and property protection alarms.

Monitronics deserves the CSAA Central Station of the Year award because we put the customer first. We value the experience of all parties involved and have invested time, energy and money into ensuring every interaction with Monitronics will be positive and productive. Whether you're an employee, a dealer, a customer or responding authority, we work to ensure you enjoy doing business with us.

Security is our priority. We operate to not only monitor our customers' security, treating every alarm as if it is a real event, but work to preserve their peace of mind.

**16. Please list the activities in which your central station is involved that contribute to the betterment of your community.**

- Dallas Marathon benefiting Scottish Rite Children's Hospital
- Cowtown Marathon in Fort Worth, TX benefiting C.A.L.F. (Children's Activities for Life and Fitness)
- Metrocrest Food Bank food drive
- Holiday activities for the Notre Dame children's school
- Farmer's Branch, TX elementary school book drive
- Carter Blood Care donation drives
- Monitronics Wellness Program to improve the health and wellness of our employees