



FOR IMMEDIATE RELEASE

## Monitronics Earns PDQ Award for False Alarm Reduction Strategies

Dallas, Texas – **June 25, 2014**

Monitronics was honored to accept the **2013 Annual Police Dispatch Quality (PDQ) Award** from the Security Industry Alarm Coalition (**SIAC**) and the False Alarm Reduction Association (**FARA**) at the Electronic Security Expo's 2014 Icebreaker Luncheon held on June 24, 2014 at The Music City Center in Nashville, Tennessee.

Co-sponsored by Honeywell Security, *Security Sales & Integration Magazine*, and the Installation Quality (IQ) Certification Program, the award recognizes one security company each year that best demonstrates proactive and innovative false alarm reduction strategies while building positive and beneficial partnerships with local law enforcement and emergency personnel.

Unnecessary alarm dispatches create an increased burden for law enforcement. Monitronics recognizes this fact and has worked diligently to reduce the number of police dispatch requests, while providing an exceptional experience for customers at the same time.

Monitronics' Alarm Response Center (ARC) delivered an impressive police dispatch rate of .184 in Charlotte-Mecklenburg NC to win the award, and is a CSAA Five Diamond, IQ Certified, UL listed monitoring center. Providing life safety and property protection to over one million homes and businesses, the ARC is a leader in two-way voice technology as well as a charter member of the ASAP electronic dispatch program, keeping Monitronics on the cutting edge of security technology and services.

“The security of our customers is our number one priority,” explains Darin Anderson, Monitronics’ Vice President of Monitoring Operations. “We work very hard across all departments at Monitronics to deliver consistent, high quality service while continuing to be a valuable partner to emergency agencies throughout the country. It’s an honor when our company efforts are vindicated with such a prestigious award.”

#### **ABOUT MONITRONICS INTERNATIONAL, INC.**

A subsidiary of Ascent Capital Group, Inc., Monitronics is one of the nation’s largest and fastest-growing security alarm monitoring companies. Headquartered in Dallas, Texas, it provides monitored home and business security system services to over 1 million residential customers and commercial clients through its network of independent Authorized Dealers in the U.S., Canada and Puerto Rico. To learn more, visit [www.monitronics.com](http://www.monitronics.com).

#### **ABOUT SIAC**

SIAC represents one voice for the electronic security industry on alarm management issues – communicating solutions and enhancing relationships with law enforcement. SIAC is comprised of four major North American security associations--Canadian Security Association (CANASA), Security Industry Association (SIA), Central Station Alarm Association (CSAA), and the Electronic Security Association (ESA). For more, go to [www.SIACinc.org](http://www.SIACinc.org) , [www.siacinc.wordpress.com](http://www.siacinc.wordpress.com), or follow us on [www.twitter.com/siacinc](http://www.twitter.com/siacinc)

#### **ABOUT FARA**

The False Alarm Reduction Association, established in 1997, is an organization of public safety false alarm reduction professionals and alarm industry representatives, whose main mission is to provide a forum for the exchange of information on successful false alarm reduction programs, to serve as a clearinghouse for agencies seeking to reduce false alarms and to foster an environment of cooperation among law enforcement, the alarm industry and the alarm user. For more information, visit [www.faraonline.org](http://www.faraonline.org).

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