



**Highland Park Department of Public Safety**  
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## Press Release

*For Immediate Release*

### **Highland Park DPS to Obtain Alarm Monitoring Options**

**January 31, 2014 (Highland Park, Texas)** – The Town of Highland Park is taking steps to upgrade and improve its alarm monitoring services. “The rapid pace of change in the electronics and alarm monitoring industry, when combined with high speed internet service, have opened the door to video monitoring and home automation technologies that weren’t possible a few years ago” stated Chris Vinson, Highland Park DPS Director of Public Safety.

The Town has requested proposals from central station alarm monitoring companies to provide basic alarm monitoring service, including options for video and home automation offerings. Vinson continued, “The Town evaluated upgrading our infrastructure to offer these new services and it just provides a better value to our citizens to contract it out. Technologies and standards now exist to get alarms from a third party vendor with no time delay. Above all, the Town is committed to maintaining our rapid response time.” Alarm monitoring will remain a Town service but will be provided through a third party contractor. Companies submitting proposals will be carefully evaluated to insure that services exceed industry standards and meet the Town’s standards of customer service.

With a new contract service provider, customers of the Town’s alarm monitoring service will be able to either maintain basic monitoring service or upgrade to premium services. It is anticipated that a company will be selected by mid-summer and that the transition of accounts to the new service provider will begin soon thereafter.

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