



Highland Park Department of Public Safety
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Press Release

For Immediate Release

Highland Park DPS Announces Partnership with THRIVE Intelligence

December 15, 2014 (Highland Park, Texas) – The Town of Highland Park Alarm Services has partnered with THRIVE Intelligence™, a Universal Services of America company, for enhanced alarm monitoring capabilities. Recently, the Highland Park Town Council approved the contract, one that will allow for upgrades and technologies to alarm monitoring services previously unavailable with the existing system. Alarm monitoring will remain a Town service and will be supported through THRIVE Intelligence™ as a third-party contractor. The launch date for this transition is January 15, 2015.

This partnership will allow customers of the Town’s alarm monitoring service the ability to maintain basic alarm monitoring services or upgrade to premium options, such as remote video monitoring. Adds Chief Vinson, Director of the Highland Park Department of Public Safety, “When we evaluated our alarm monitoring infrastructure, we realized that improvements were needed to keep pace with current alarm monitoring technology. This partnership allows us to expedite alarm signals to officers in the field, maintain a rapid response time, and permit the customer to benefit from industry advancements.”

Ty Richmond, President, Security Systems & Technology for Universal Services of America, stated, “We look forward to partnering with and serving the residents and businesses of Highland Park. It’s an honor to have been selected to provide enhanced services for added security and protection of lives and property.”

There has not been an increase in the cost to basic alarm monitoring fees. Those residents and businesses wishing to add optional services, such as remote video monitoring, may consult with Highland Park Alarm Services, 214-559-9393, or via email (alarms@hpdps.org) for information and pricing.

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