

## Duncan Miller

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**From:** Peter Wingert  
**Sent:** Tuesday, February 06, 2018 10:30 AM  
**To:** Duncan Miller  
**Subject:** Fwd: Future of Alarm Monitoring in Paradise Valley

Duncan, I received this from Mr. Rice in reference to questioning Mr. Cowan's background. I wanted to provide it to the Council for their information.

Peter Wingert  
Paradise Valley Chief of Police  
6433 E. Lincoln Drive  
Paradise Valley, AZ 85253  
(480)948-7418  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)

Begin forwarded message:

**From:** Urban Defense ® <[Paul.J.Rice@UrbanDefense.com](mailto:Paul.J.Rice@UrbanDefense.com)>  
**Subject: Re: Future of Alarm Monitoring in Paradise Valley**  
**Date:** February 2, 2018 at 12:09:11 PM MST  
**To:** Peter Wingert <[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)>  
**Cc:** <[KBurke@ParadiseValleyAZ.gov](mailto:KBurke@ParadiseValleyAZ.gov)>

02 February 2018 Friday 11:58 AM MST

Morning Chief Wingert,

The meeting/s with Town Residents to review their Life Safety Security System and Monitoring Services is fine, and I will try to be in attendance at each.

Dynamark Security Centers Monitoring and its employees appear to be operating under the pretense of Maryland State Licensing requirements that would include background checks, photographs and fingerprinting. According to Maryland State Police, Debbie Jones, there is no Rich/ard Cowan licensed to sell Monitoring Services, which is required by the State of Maryland. Unsure if that is an important factor to you and Council Members.

<http://mdsp.maryland.gov/Pages/ContactUs.aspx>

02 February 2018 Friday 11:49 AM MST

Maryland State Police  
Security Systems Division  
1 410/ 653-4500 main  
8:00 AM to 4:30 PM EST

Debbie Jones; Office Secretary Two  
1 410/ 653-4589 Debbie Jones

Security Systems Technician License required for selling  
Alarm Monitoring Services

There is no Rich “Cowan” and/or Richard Cowan licensed  
through Maryland State Police.

“There was licensed a Richard Cohen, though expired  
August 2016.” Debbie Jones

Respectfully,

Paul J. Rice  
Manager  
URBAN DEFENSE ®  
602/ 955-1871 Monday thru Friday 8:00 AM to 6:00 PM MST  
Twenty-Four Hour Electronic Emergency Service for Contracted Clients  
[Paul.J.Rice@UrbanDefense.com](mailto:Paul.J.Rice@UrbanDefense.com)

Sent from iPad 12:08 PM MST

[= 10 minutes]

On Jan 31, 2018, at 1:20 PM, Peter Wingert <[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)> wrote:

Paul,

I believe that the Council will approve the monitoring partnership with Dynamark on  
February 8, 2018, at 6pm at town hall.

Shortly after (within 15 days) the Council approves the Dynamark agreement, I plan to  
do the following:

1. Invite Dynamark and the three primary technicians (Johnson, Urban Defense  
and Arcom) to join PVPD in hosting a question/answer session for current alarm  
subscribers.
  - a. Because we have nearly 400 subscribers, I would likely break this up  
into four nights, inviting approximately 100 subscribers each night
2. The purpose of this meeting would be to:
  - a. Answer any questions about direction of PVPD program
  - b. Update contracts with subscribers
  - c. Double check contact, zone, panel, other necessary information  
Dynamark might need to transition
3. Use the questions, comments, concerns heard at these meetings to generate a  
FAQ for those subscribers not able to attend
4. Send a letter, a new contract and the FAQ to those subscribers not in  
attendance (within 30 days of Dynamark signing)

I would certainly like for Urban Defense to continue to be a partner to the Town and its  
alarm monitoring subscribers. I am hoping that Urban Defense would be available  
during some or all of these subscriber meetings.

Please let me know your thoughts.

Best regards,

Peter Wingert  
Chief of Police  
Paradise Valley Police Department  
6433 E. Lincoln Dr.  
Paradise Valley, AZ 85253  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)  
(480)948-7418  
[www.ParadiseValleyPD.com](http://www.ParadiseValleyPD.com)

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## Duncan Miller

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**From:** Peter Wingert  
**Sent:** Tuesday, February 06, 2018 10:34 AM  
**To:** Duncan Miller  
**Subject:** FW: Dynamark License Clarification  
**Attachments:** MD License.pdf

Duncan, Here is the reply from the Dynamark president in reference to questioning Mr. Cowan's background. I wanted to provide it to the Council for their information.

Best regards,

Peter Wingert  
Chief of Police  
Paradise Valley Police Department  
6433 E. Lincoln Dr.  
Paradise Valley, AZ 85253  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)  
(480)948-7418  
[www.ParadiseValleyPD.com](http://www.ParadiseValleyPD.com)

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**From:** Trey Alter [mailto:treyalter@dynacorpinc.com]  
**Sent:** Monday, February 05, 2018 12:38 PM  
**To:** Peter Wingert <pwingert@paradisevalleyaz.gov>  
**Cc:** Rich Cowan <rcowan@dynamarkmonitoring.com>; Keith Godsey <kgodsey@dynamarkmonitoring.com>  
**Subject:** Dynamark License Clarification

Chief Wingert,

First, please allow me to introduce myself. I am Trey Alter, the CEO of Dynamark Monitoring. Rich, myself, and several other members of our team were involved in putting together the proposal for providing services to Paradise Valley. Rich shared with me the email concerning Mr. Rice's concern of Rich Cowan's licensing status.

The State of Maryland does require licensing of certain security professionals based upon their role and the nature of the customer they serve. Below is the excerpt from there licensing website and I have provided a link below as well.

### ***Security Systems Agencies***

*A security systems agency is an individual or firm licensed to conduct a business that provides security systems services. Security systems services include providing on a person's residence or commercial property the service of three things:*

- 1. surveying the property for purposes of installing a security system,*
- 2. physically installing, maintaining, or repairing a security system, or*
- 3. responding to a distress call or an alarm sounding from a security system.*

Items 1 and 2 from above are really geared more towards security firms selling and installing in a consumer home or business. Item 3 applies to our dispatch operators and we also include data entry staff who handle the entry and changes to the data. In addition it has always been company policy to perform a criminal background check and drug screening through our vendor Applicant Insight prior to employment start date.

Rich does not meet the qualifications for item 3 above and his licensing is not required by the State of Maryland. Additionally, he does not perform any job duties in the State of Maryland for us at all. Licensing and compliance are issues we take quite seriously. We are licensed in the majority of the states in the country, and countless municipalities and towns within these states. I am extremely comfortable that not Dynamark, but Rich Cowan, are in compliance with all licensing regulations required by the State of Maryland. For convenience I have attached a copy of our active company license.

We are very much looking forward to the opportunity to provide services in the community. If you or anyone else would like further information or clarification please do not hesitate to reach out. It is very important for us that everyone involved be comfortable and secure with the decision to work with Dynamark. Should you need me I am always available on my cell at 301-992-1031. Thank you so much.

Wayne E. "Trey" Alter III  
President, CEO  
855-875-7233  
[www.dynamarkmonitoring.com](http://www.dynamarkmonitoring.com)





License No.  
107-1689

License Expires:  
July 31, 2020

# State of Maryland

## SECURITY SYSTEMS AGENCY LICENSE

**THIS IS TO CERTIFY,** That **DYNAMARK MONITORING INC.,**  
Representative Member, **John Keith Godsey,**

having complied with the provisions of the Business Occupations and Professions Article, Title 18, is hereby granted a LICENSE to engage in the business of providing SECURITY SYSTEMS SERVICES, subject to all of the provisions of said Article, until the date of expiration shown hereon.

This license shall be conspicuously displayed at all times in the Office, or place of business, only at:

**DYNAMARK MONITORING INC.**  
**525 Northern Avenue, Hagerstown, MD 21742**

and shall return to the Department of Maryland State Police within five days after it shall have expired or shall have been revoked or suspended.



In Testimony Whereof, I have hereunto affixed my official signature, at Pikesville, Baltimore County, Maryland, this Twenty-First day of June A.D., two thousand and seventeen.

Superintendent, Maryland State Police



## Duncan Miller

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**From:** Peter Wingert  
**Sent:** Tuesday, February 06, 2018 10:37 AM  
**To:** Duncan Miller  
**Subject:** FW: Concerns regarding vote on 3rd party alarm monitoring on Thursday 2/8/18

Duncan, I received this from Mr. Carbine, who is a subscriber, in reference to questioning Mr. Cowan's background. I wanted to provide it to the Council for their information. I think the Dynamark president's email answers this question also.

Best regards,

Peter Wingert  
Chief of Police  
Paradise Valley Police Department  
6433 E. Lincoln Dr.  
Paradise Valley, AZ 85253  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)  
(480)948-7418  
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**From:** Alan Carbine  
**Sent:** Monday, February 05, 2018 4:03 PM  
**To:** Peter Wingert <[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)>  
**Subject:** Fwd: Concerns regarding vote on 3rd party alarm monitoring on Thursday 2/8/18

Forwarding due to input of wrong email address initially.

Thanks,

Alan Carbine  
Research Analyst  
Carstens Family Funds  
[www.carstensfamilyfunds.org](http://www.carstensfamilyfunds.org)  
Office # 602-522-9333

----- Forwarded message -----

**From:** Alan Carbine  
**Date:** Mon, Feb 5, 2018 at 3:58 PM  
**Subject:** Concerns regarding vote on 3rd party alarm monitoring on Thursday 2/8/18  
**To:** [mcollins@paradisevalleyaz.gov](mailto:mcollins@paradisevalleyaz.gov), [jbienwillner@paradisevalleyaz.gov](mailto:jbienwillner@paradisevalleyaz.gov), [pdembow@paradisevalleyaz.gov](mailto:pdembow@paradisevalleyaz.gov),

[smoore@paradisevalleyaz.gov](mailto:smoore@paradisevalleyaz.gov), [jpace@paradisevalleyaz.gov](mailto:jpace@paradisevalleyaz.gov), [dsherf@paradisevalleyaz.gov](mailto:dsherf@paradisevalleyaz.gov),  
[mstanton@paradisevalleyaz.gov](mailto:mstanton@paradisevalleyaz.gov), [pwingert@paradisvalleyaz.gov](mailto:pwingert@paradisvalleyaz.gov)

Cc: Deborah Carstens Urban Defense® <[Paul.J.Rice@urbandefense.com](mailto:Paul.J.Rice@urbandefense.com)>

Paradise Valley Mayor Michael Collins, Town Council and the Chief of Police,

I am sending this email to express concerns that have been brought to the attention of Ms. Deborah Carstens, one of your Fire and Security alarm customers, and myself **by our security and alarm company representative at Urban Defense - Mr. Paul Rice.**

Mr. Rice claims he has completed research on Dynamark, the 3rd party company out of Maryland that is being considered for this role, and Mr. Richard Cowen, the Dynamark company representative.

Per Urban Defense, Richard Cowen is not licensed in either Maryland or Arizona and that other sales and installation employees at Dynamark are not licensed as well. **Has the Town of Paradise Valley vetted this company?** Have the employees of Dynamark had background checks and been fingerprinted?

Since this company, if hired by the Town of Paradise Valley, would have access to our alarm and security procedures, it seems important that you provide answers to these questions prior to the vote on Thursday 2/8/18.

Contact me or Paul at Urban Defense if you want to discuss this in greater detail.

Best Regards,

Alan Carbine  
Research Analyst  
Carstens Family Funds  
[www.carstensfamilyfunds.org](http://www.carstensfamilyfunds.org)  
Office # [602-522-9333](tel:602-522-9333)