

Executive Summary: AVS-01 Public Safety Video

The AVS-01 Alarm Validation Scoring Standard is a collaborative effort between the alarm industry and public safety aimed at improving alarm notifications and enhancing situational awareness for law enforcement and Emergency Communications Centers (ECCs). This ANSI standard establishes a consistent, structured method for classifying and relaying intrusion alarms, providing valuable, real-time information to first responders.

Why AVS-01 is Important

The AVS-01 Alarm Validation Scoring Standard is a game-changer for public safety and emergency response. Here's why:

- ✓ **Improves Officer Safety** – When responding to an alarm, officers often have little information about the situation. With AVS-01, they get a clear alarm level classification, helping them prepare for potential threats before arrival.
- ✓ **Enhances Response Prioritization** – Not all alarms require the same urgency. By classifying alarms into five levels, AVS-01 helps ECCs and law enforcement focus on the most serious incidents first.
- ✓ **Integrates Advanced Technology** – AI, video, audio, and sensors can confirm human presence, making alarm verification more accurate and reliable. This means faster, smarter decision-making in real-time.
- ✓ **Strengthens Public Safety Partnerships** – By standardizing communication between alarm monitoring centers and ECCs, AVS-01 builds trust and improves coordination between the alarm industry and law enforcement.

In short, AVS-01 makes alarm response faster, safer, and more efficient—helping protect people, property, and first responders.

Key Video Highlights:

- AVS-01 categorizes alarms into five levels, from Level 0 (no call for service) to Level 4 (confirmed threat to life), ensuring more targeted and efficient law enforcement responses.
- The standard improves communication between alarm monitoring centers and ECCs, enhancing resource allocation for emergency responders.
- Advanced technology integration (video, audio, AI, and sensor data) allows automated or manual alarm validation, providing a more accurate risk assessment before law enforcement is dispatched.
- Real-time data analysis helps reduce unnecessary dispatches, increase criminal apprehensions, and enhance officer safety.
- The TMA ASAP-to-PSAP program enables automated, electronic alarm notifications, further streamlining the process.

By standardizing the way alarm events are assessed, classified, and communicated, AVS-01 helps public safety officials make more informed decisions, improving response efficiency and enhancing security for communities.

Frequently Asked Questions (FAQs)

1. What is AVS-01?

AVS-01 (Alarm Validation Scoring) is an ANSI standard developed to provide a structured, consistent method for classifying and relaying intrusion alarm data to public safety agencies.

2. Why was AVS-01 created?

It was developed in response to inconsistent alarm notifications and limited situational awareness for law enforcement. The goal is to enhance response efficiency and improve officer safety.

3. How does AVS-01 classify alarms?

AVS-01 uses a five-level classification system:

- Level 0: No call for service.
- Level 1: Limited or no additional information.
- Level 2: Confirmed or highly probable human presence.
- Level 3: Confirmed threat to property (clear intent).
- Level 4: Confirmed threat to life (clear intent).

4. How does AVS-01 benefit law enforcement and public safety?

- Improves situational awareness for officers before responding.
- Reduces unnecessary dispatches by classifying alarms.
- Enhances response prioritization, allowing law enforcement to focus on higher-risk incidents.
- Increases officer safety by providing actionable intelligence.

5. How does an alarm monitoring center determine an alarm level?

Operators use multiple data points, including:

- Alarm system signals
- Video footage
- Audio detection
- Sensor analytics

- AI-driven human presence verification

6. Does AVS-01 replace current alarm verification methods?

No, it enhances them. AVS-01 builds upon existing verification protocols, incorporating additional layers of validation to improve response decision-making.

7. How does AVS-01 integrate with ECCs and 911 dispatch?

- Alarms can be communicated verbally over the phone.
- Automated notifications can be sent through TMA's ASAP-to-PSAP program, reducing call processing times.

8. What role does artificial intelligence (AI) play in AVS-01?

AI analyzes alarm data (video, audio, and sensor inputs) to detect human presence, suspicious activity, and potential threats, assisting operators in accurately classifying alarms.

9. Is AVS-01 applicable to all types of alarms?

Currently, AVS-01 is specific to intrusion alarms. It does not cover fire alarms or panic/duress alarms.

10. How does AVS-01 impact alarm monitoring companies?

- Enhances credibility by improving alarm accuracy.
- Consistent communication method helps maintain positive relationships with public safety agencies.
- Encourages technology integration, improving overall service efficiency.

11. How do alarm monitoring centers implement AVS-01?

- Train operators on alarm level classification.
- Integrate AVS-01 within alarm management software.
- Adopt TMA's ASAP-to-PSAP for electronic alarm transmissions.

12. Is there training available for ECC telecommunicators?

Yes. Free online training is available to all stakeholders. Recent feedback from ECC student graduates has been very favorable. Visit TMATraining.net to register.

13. Where can I learn more about AVS-01?

For more information, visit TMA.us or PPVAR.org.

Transcript for the AVS-01 Public Safety Video

Introducing AVS-01, developed in collaboration between the alarm industry and public safety.

Here's an example of the AVS-01 standard in action:

"Naples 3, Alpha 10, we're holding a Level 3 commercial intrusion alarm."

"3, Alpha 10, go ahead."

"Address is 425 Commercial Boulevard at Collier Pond. They're advising a Level 3 with video of two subjects smashing the window and entering the business."

"Ten-four. I'll be en route, code. Can you send me additional units?"

AVS-01 is a collaboration between the alarm industry and public safety. The goal of AVS-01 is to improve alarm notifications and enhance alarm information. AVS-01, which stands for Alarm Validation Scoring, is an ANSI standard that establishes a consistent and standardized way of communicating alarm information. This protocol involves classifying alarm data into different levels, improving the analysis of alarm information before an alarm monitoring center makes a call for service. This results in enhanced clarity, efficiency, and situational awareness for the alarm response process.

The alarm industry recognizes that responding to alarm calls creates demands on staffing and budgets, can jeopardize the safety of first responders, and strains community emergency resources. That's why this universal standard is essential for how calls for service are communicated and received by ECCs to process the millions of events that occur annually. This educational awareness module was developed for ECC Telecommunicators and law enforcement responders as an overview of the AVS-01 alarm classification standard and its procedures.

The AVS-01 standard directly addresses the alarm industry's goal to provide greater situational awareness to public safety, ECC Telecommunicators, and law enforcement. By classifying alarm levels, it offers improved information that law enforcement can use to determine response levels, strategies, and logistics. The monitoring center operator gathers specific details to create a scaled metric for reporting, including alarm signals, data from video, audio, and other emerging technologies.

The actionable information you receive in the form of a defined alarm level enhances credibility and confidence that an actual intrusion event is in progress. Implementing this standard aims to improve response information, increase criminal apprehension rates, and enhance law enforcement responder safety. Before contacting the ECC, an alarm monitoring center operator must confirm the alarm event. During this process, the operator uses their assessment skills to collect data that can either raise or lower the alarm level. This data includes information from the alarm system, data analytics, and the operator's observations. Without confirmation, the alarm level cannot be escalated.

Through the monitoring center confirmation process, most alarms are scored as Level 0 internally, and notifications to ECCs are never made. When the confirmation process results in a Level 1, 2, 3, or 4, the ECC is notified, and operators are trained to quickly, accurately, and clearly relay important information to the ECC. Operators are also advised to let the ECC Telecommunicator

lead the conversation to gather the necessary information for determining the appropriate level of response.

Adding an alarm level to the call for service provides actionable information that can be relayed to responding law enforcement.

For example:

"This is John with ABC Security calling with a commercial intrusion alarm, Level 2, with confirmed human presence."

Adding an alarm level provides additional information about the alarm without taking more time to exchange details.

AVS-01 gives alarm monitoring companies the choice to classify alarm levels manually or automatically. ECC Telecommunicators can receive alarm data notifications verbally over the phone or through automated processes like TMA's ASAP-to-PSAP technology. Advanced technology, alarm system sensors, and video can confirm human presence at the alarm site, providing confirmation and verification. Artificial Intelligence (AI) is also becoming a reliable tool for relaying information to monitoring center automation platforms, enabling proper classification of intrusion alarm levels. Using multiple data sources allows operators to identify individuals or the likelihood of their presence.

Monitoring centers and ECCs that implement TMA's ASAP-to-PSAP technology can conveniently include alarm levels in electronic communication to the ECC and their CAD software. Electronic transmissions through ASAP-to-PSAP promptly deliver the alarm level and provide all necessary information for the ECC to assess the call for service.

Currently, alarm levels are only applicable to intrusion alarms:

- **Level 0:** Managed exclusively within the monitoring center, no notification sent to the ECC.
- **Level 1:** A call for service with limited or no additional information.
- **Level 2:** A call for service with confirmed or highly probable human presence of unknown intent.
- **Level 3:** A call for service with a confirmed threat to property.
- **Level 4:** A call for service with a confirmed threat to life.

It is important to note that Level 4 differs from a panic/duress event initiated by the end user.

Here's an example of a Level 3 alarm:

"Naples 3, Alpha 11, 3 off of 21, 6-5-32, residential burglary, Level 3. Address is 475 Commercial Boulevard. It's a warehouse store activation. The alarm company sees a male near the front door wearing a blue shirt and khakis. No further information at this time."

"Ten-four."

Understanding the alarm classification levels allows for better identification of potential threats, improving officer safety, resource allocation, and prioritization of calls for service.

The AVS-01 standard establishes a consistent way to classify intrusion alarms. This improves communication between monitoring center operators and ECC Telecommunicators, enhances situational awareness, and supports law enforcement resource allocation and prioritization. Even a Level 1 event with limited data remains an unvalidated alarm requiring ECC notification. The escalation or de-escalation of the alarm level relies on the available information.

By using historical and real-time data, AVS-01 enables operators to communicate standardized alarm level classifications to ECC Telecommunicators, who can then relay confirmed alarm events to law enforcement. This framework enhances situational awareness and public safety.

For more information, visit **[TMA.us](https://www.tma.us)** or **[ppvar.org](https://www.ppvar.org)**.

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