



Active Threat (Detection) Notification (ATN) Standard

TMA ATN-01-2024 Revision 1

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[Original Version](#)

Introduction

This standard has been prepared by The Monitoring Association, an ANSI-accredited Standards Development Organization (SDO), under the auspices of the Security Industry Standards Council (SISC.) The creation of this standard is congruent with the ever-increasing operational use of data by businesses and public safety. For an alarm activation, *Alarm Monitoring Centers* will perform a standardized assessment of applicable data to create a standardized alarm metric. The metric, also in a standardized manner, will be provided to Emergency Communications Centers (ECCs)/Public Safety Answering Points (PSAPs) when creating an alarm *Call for Service*.

The methods defined herein are, at a minimum, intended to increase safety via data-driven situational awareness and reduce alarm calls for service that are ultimately categorized as false alarms.

Preface

This standard defines a process for Active Threat activations, where the data received at a monitoring center associated with alarm activations, enables a monitoring center agent, either manually or assisted by the automation system, to generate standardized alarm metrics using applicable data. Relevant data may be video and/or audio or other high-confidence technologies.

A standardized method of creating an alarm metric that grades the probability of Active Threat activity detected by systems will assist law enforcement with resource allocation and *Call for Service* prioritization.

Active Threat Notification (ATN) Standard Procedures

1. Scope

Establish methods for standardizing metrics that result in a repeatable process. *Calls for Service to Emergency Communications Centers (ECCs)/Public Safety Answering Points (PSAPs)* that include such a standardized scoring metric will assist public safety departments with their alarm response policies.

1.1. General

1.1.1. If differences exist between this document and other *Special Instructions* with the monitored premises, the *Special Instructions* shall take precedence.

1.1.2. If a *Call for Service* was made and subsequent information indicates no emergency exists, contact shall be made to the emergency agency to cancel their response.

1.1.3. When an item is marked with an asterisk (*), it indicates that there is explanatory material within the Annex.

1.2. Definitions (Defined Terms are Italicized in the body)

1.2.1. Active Threat Alarms

a. **Active Shooter, Human and/or Analytics Confirmed**

The discharge of a firearm weapon has been detected and confirmed by a human or Analytics.

b. **Explosives Detected - Video Analytics**

Explosive devices, bombs, or grenades detected through video *analytics*.

c. **Explosives Detected - Video Analytics, and/or Human Confirmed**

Explosive devices, bombs, or grenades detected through video *analytics* and confirmed by a human or *analytics*.

d. **Firearm Detected – Video Analytics**

The presence of a firearm on a person, in a position to be used, detected by video *analytics*.

e. **Firearm Detected – Video Analytics, and/or Human Confirmed**

The presence of a firearm on a person, in a position to be used, detected by video *analytics* and confirmed by a human or *analytics*.

f. **Firearm Detected – Weapons Detection System**

The presence of a firearm on a person or within a bag detected by a metal detector, millimeter-wave scanner, or similar system.

g. **Firearm Detected – Weapons Detection System, Human and/or Analytics Confirmed**

The presence of a firearm on a person or within a bag detected by a metal detector, millimeter-wave scanner, or similar system and confirmed by a human or *Analytics*.

h. **Gunshot Detected - Acoustic Only Sensor**

The discharge of a *firearm detected* by an automated sensor using only acoustics.

i. **Gunshot Detected - Acoustic Only Sensor, Human or Analytics Confirmed**

The discharge of a *firearm detected* by an automated sensor using only acoustics and confirmed by a human or *analytics*.

- j. Gunshot Detected - Multi-Technologies**
The discharge of a *firearm detected* by an automated sensor using multi-technologies.
- k. Gunshot Detected - Multi-Technologies, Human and/or Analytics Confirmed**
The discharge of a *firearm detected* by an automated sensor using multi-technologies and confirmed by a human or *analytics*.
- l. Lockdown Alarm, Human and/or Analytics Confirmed**
A threat within the facility or facility grounds where immediate emergency protocols are executed (i.e. locked exterior doors/gates, locked interior/classroom doors, shelter in place).
- m. Lockout Alarm, Human and/or Analytics Confirmed**
A threat outside of the facility/property in the immediate vicinity or surrounding areas where certain emergency protocols may be enacted (i.e. locked exterior doors), but the facility is mainly operating as usual.
- n. Non-Firearm Weapon Detected - Video Analytics, and/or Human Confirmed**
Knife, sword, edged weapon, or other non-firearm weapon detected through video *analytics* and confirmed by a human or *analytics*.
- o. Non-Firearm Weapon Detected - Video Analytics**
Knife, sword, edged weapon, or other non-firearm weapon detected through video *analytics*.
- p. Person Claims to Have Firearm - Audio Analytics Speech Detection**
A person verbally expresses having a firearm as a means to threaten others.
- q. Person Claims to Have Firearm - Audio Analytics Speech Detection - Human or Analytics Confirmed**
A person verbally expresses having a firearm as a means to threaten others, and possession is confirmed by a human or *analytics*.
- r. Video - Observed by Monitoring Personnel**
An individual is observed holding a firearm (and confirmed by another at the monitoring facility).
- s. Video - Observed by Monitoring Personnel, Human and/or Analytics Confirmed**
An individual is observed discharging a firearm (and confirmed by another at the monitoring facility).

1.2.2. Active Threat Definitions

Groups are a classification system designed to add some meaning to the supervising center's *Call for Service*. They are a result of a combination of observations, additional signaling, and/or automation assistance.

Defined as;

Group A: A *Call for Service*, knowing a person or persons are present and there is an active threat to life, confirmed by a human or *analytics*.

Group B: A *Call for Service*, knowing a person or persons are present and are a threat to life, confirmed by a human or by a human and *analytics*.

Group C: A *Call for Service*, with a high probability (but no human confirmation) that a person or persons present a threat to life.

Group D: A *Call for Service* where there are signs of a potential threat to life.

Group E: No *Call for Service*

1.2.3. Alarm Confirmation

Alarm confirmation is a generic name given to many techniques used (1) to permit authorized personnel at the protected premises to appropriately identify themselves, thereby preventing emergency response agencies from being requested to respond to situations that do not represent an emergency; and (2) to confirm or deny the validity of alarm signals received at an *Alarm Monitoring Center*.

1.2.4. Alarm Monitoring Center (AMC)

A facility that receives signals from protected premises alarm systems and at which personnel are in attendance at all times to act upon these signals. (Also known as Central Station, Monitoring Center, Supervising Station)

1.2.5. Analytics

A set of technical activities that define, create, collect, verify or transform digital data into reporting, analyses, recommendations, and predictions. It can be valuable in areas with recorded information; analytics relies on the simultaneous application of statistics, computer programming, and operations research.

1.2.6. Analytical Data

Information that is the result of raw data being analyzed by program algorithms that have been developed to give understanding to the events being presented.

1.2.7. Analytical Data Confirmation

An automated process whereby raw elements of data, when put into context, result in the determination that there is a high probability that an event is occurring that warrants a *Call for Service* to the *ECC/PSAP*

1.2.8. Asset (Artifact)

Any media or *Metadata* used in this process. This shall be the original unaltered media or *Metadata* used in the evaluation of the event which could include video, audio, or other information describing the activity associated with the alarm event.

1.2.9. Automated Secure Alarm Protocol (ASAP)

A form of electronic communication utilizing ANSI standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and The Monitoring Association. With ASAP, life safety signals are processed and electronically dispatched state-to-state.

1.2.10. Automation Data

Data that is presented to the operator that is the result of the *Alarm Monitoring Center's* automation system.

1.2.11. Call for Service (Notification (See 5.6.7))

A call or *Data Message* to the law enforcement authority, such as *ECC/PSAP* or the telephone number used to reach the responding law enforcement agency, informing them that the *AMC* is in receipt of an alarm.

1.2.12. Custodian of Record

The entity that holds the *Asset* of alarm events, as identified within 4.1.3., a) & b), used in the decision process that led to a *Call for Service*.

1.2.13. Data Message

Any form of electronic communication that conveys an appropriate message. (Examples would be texting, recorded messaging, email, push *Call for Service*, and the like).

1.2.14. End User (Customer/subscriber)

The person who is using the alarm system. Very often not the owner/customer/subscriber but a person who is authorized to operate the “*End User*” interface.

1.2.15. Emergency Communications Center/Public Safety Answering Point (ECC/PSAP)

A facility that –

- A. is designated to receive a 9-1-1 request for emergency assistance and
- B. performs one or more of the following functions:
 1. process and analyze 9-1-1 requests for emergency assistance and information and data related to such requests;
 2. dispatch appropriate emergency response providers;
 3. transfer or exchange 9-1-1 requests for emergency assistance and information and data related to such requests with one or more facilities described in this paragraph and emergency response providers;
 4. analyze any communications received from emergency response providers; and
 5. support incident command functions; or
 6. may be a public safety answering point, as defined in the Communications Act of 1934 (47 U.S.C.).

1.2.16. Human Confirmed Event

Monitoring station personnel in contact with the customer and/or customer-representative receive information from the latter that the alarm event is valid.

a. Electronic

An electronic signal transmitted to the *AMC* that indicates to its personnel or to its *Call for Service* computer that no emergency appears to exist or that confirms that an emergency does exist.

b. Verbal

A personal contact by means of telephone or audio conversation with an authorized code holder or other authorized person for the protected premises to confirm that no emergency exists or to confirm that an emergency does exist.

c. Video

An electronic picture, pictures, or images viewing an area of the protected premises from which an alarm signal has been received and permits *AMC* personnel to view the area with an alarm to confirm that suspicious and unauthorized activity is occurring.

1.2.17. Metadata - Data about the content, quality, condition, and other characteristics associated with media or other data. Examples include, but are not limited to, date/time of creation, source, and versioning.

1.2.18. NRTL (Nationally Recognized Testing Laboratory) “Certificated” Alarm System - The term NRTL Certificated Service, as used in this document, refers to alarm systems that have a Nationally

Recognized Testing Laboratory (NRTL) certificate in force and therefore follow confirmation procedures per the UL 827 standard.

1.2.19. Sensor (Type)

The type of detector activated, causing an alarm signal to be sent to the monitoring center, i.e., *firearm detected*, video *analytics*, acoustic, *weapon detected*, and the like.

1.2.20. Special Instructions

Instructions that are in addition to the normal data each account contains/maintains. Typically, separate documented directions, from the monitoring contract document, that specifies a specific set of instructions to be followed between the monitored premises and the *AMC* in the event of an alarm. They fall into different categories as follows:

- a. Customer supplied in writing:
Separate documented directions from the monitoring contract document that specify a specific set of instructions to be followed between the monitored premises and the *AMC* in the event of an alarm.
- b. AHJ supplied in writing:
A situation whereby the local Authority Having Jurisdiction (AHJ) has instructed the *AMC* with a specific set of instructions to be followed, upon the occurrence of an identified event.
- c. Third-party supplied:
Instructions added by someone, such as the entity that contractually owns the account and has contracted out “monitoring” to an outside monitoring station.

2. Active Threat Alarm Processing

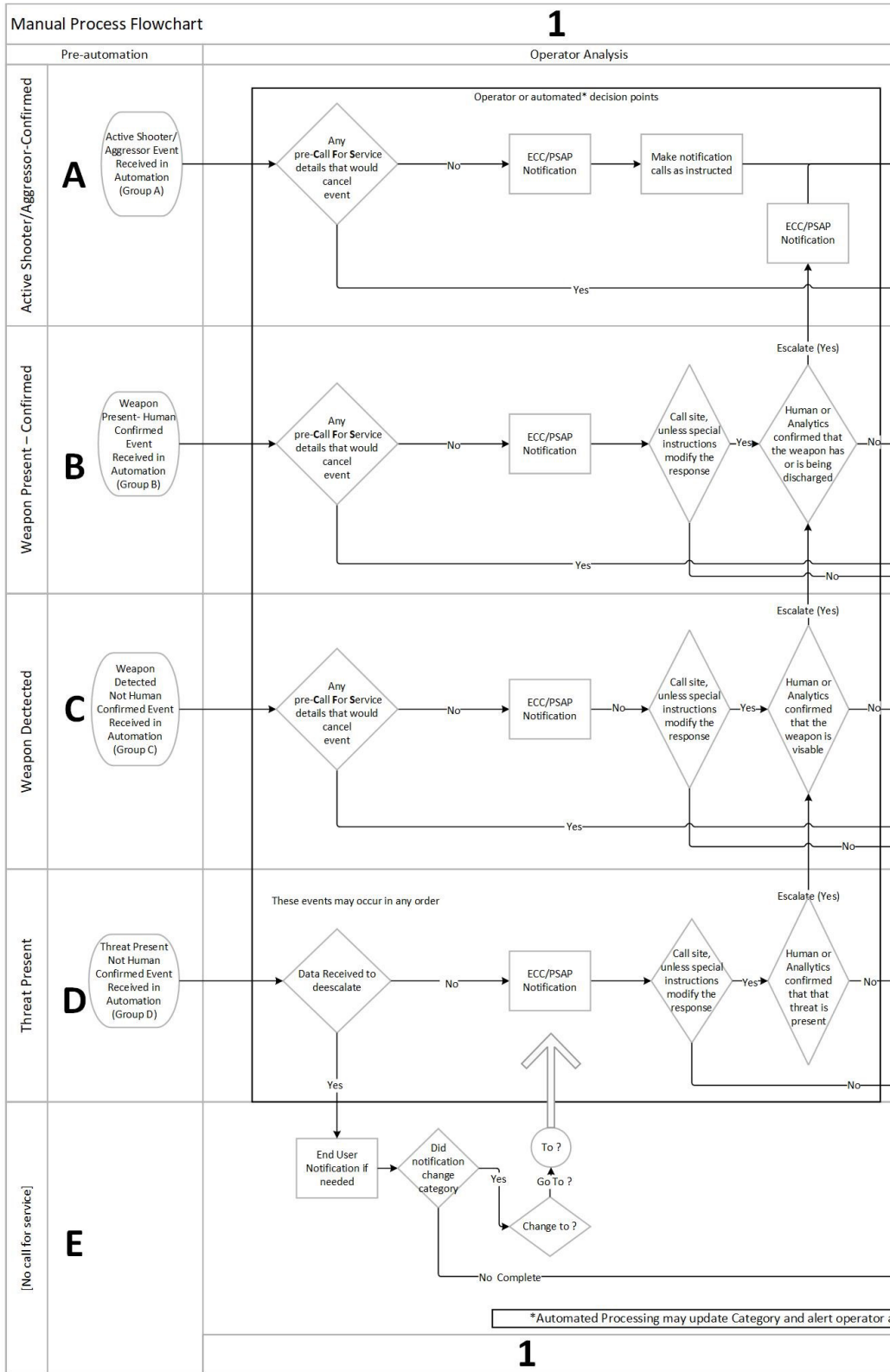
Note: Throughout this section, at the ending of most headings, you will see a cross-reference to the chart that follows, and the “row and column” as the ID convention specifies the letter/row first, column/number second (i.e., [B,2](#)).

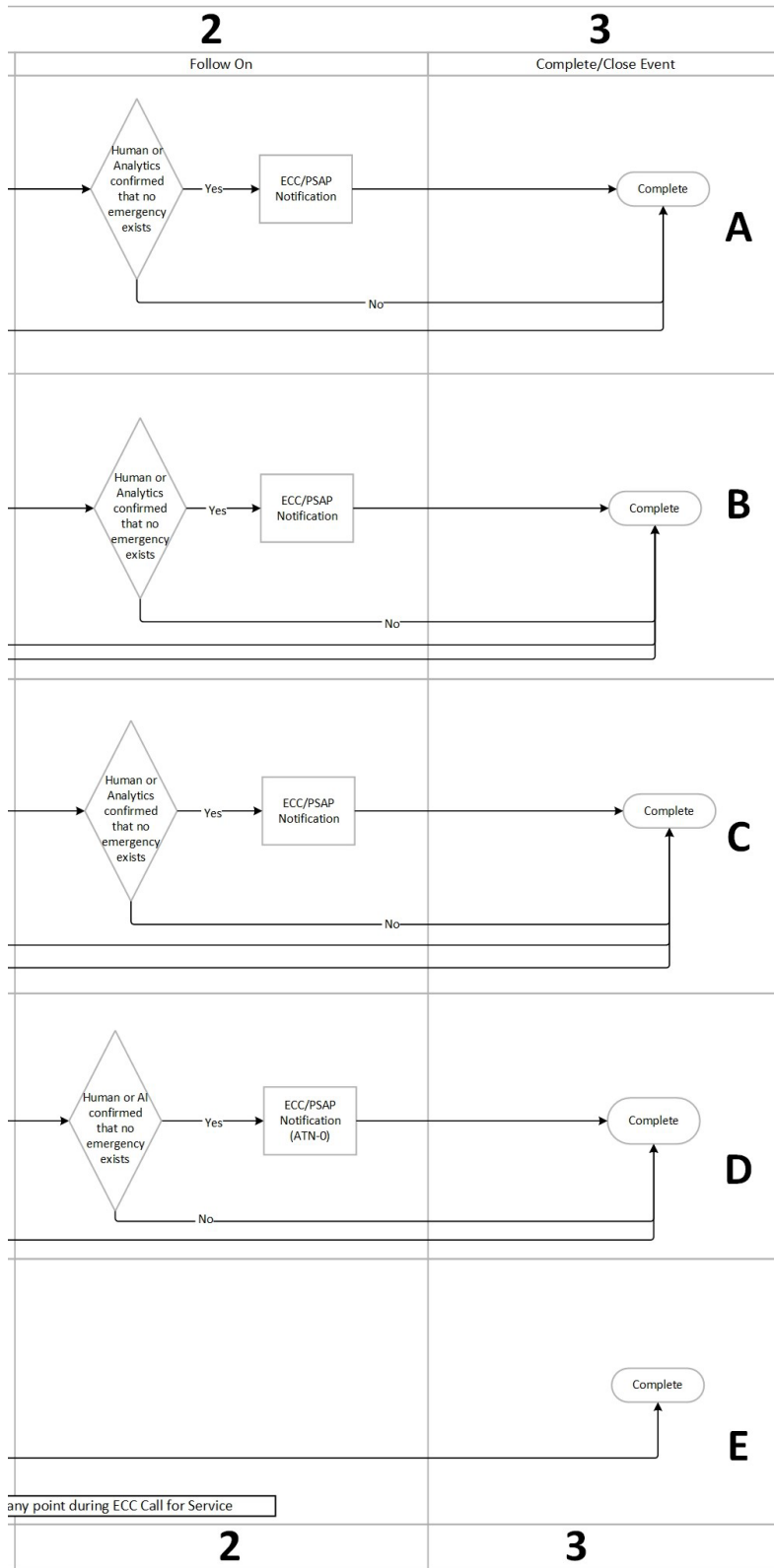
2.1. Fundamental Grouping

The following chart depicts the fundamental steps that occur when processing an alarm.

An active threat alarm is considered a *Call for Service* in one of four groups, which determines the content of the message passed in the *Call for service* to the *ECC/PSAP*.

Details are in the following sections.





Active Threat Signals

2.1.1. Signal is handled as follows:

- a. The following instructions follow the “swim lane diagram” shown above.

Note: All active threat signals initially enter the alarm queue in a predetermined group. The *Alarm Group* may escalate or de-escalate based on *Automation data*, human input, data *analytics*, and operator observation(s).

Note: Although the following follows the order of the “swim lane” there can be an interruption at any point that alters the course and changes the group upward and/or downward.

Note: *Special Instructions*

- 1) Customer or Customer’s Service Provider *Special Instructions* alone cannot escalate the *Alarm Group*.
- 2) Public Safety Authorities may provide *Special Instructions* based on known circumstances that may modify the process.

2.1.2. Active Threat Alarm Group A (A)

(See [Active Threat Alarm Group A – Active Shooter](#))

Entry of a Group A event, is defined as there is an active-shooter and it has been confirmed by human or *analytics*.

- a. At any time during the processing of this signal, there may be communications that de-escalate the threat group. The operator will take whatever action is appropriate. (A)
- b. A *Call for service* is made by the AMC to the *ECC/PSAP* indicating that an *active shooter* has been confirmed by a human or *analytics*. (A,1)
- c. At some time after the *Call for Service* is completed, the AMC will reach out to the premises in a time frame based on the customer’s instructions, and/or AMC policy. That contact will result in one of the following choices: (A,1):
 - 1) Confirmation of the event that was reported, or:
 - 2) The event was a false alarm. The *ECC/PSAP* is then contacted and updated. (A,2)
- d. Once completed, the event is closed/completed based on the AMC policy. (A,3)

2.1.3. Active Threat Alarm Group B (B)

(See [Active Threat Alarm Group B – Weapon Present-Human confirmed](#))

Entry of a Group B event is defined as having a weapon present and having the event confirmed by humans or *analytics*.

- a. At any time during the processing of any signal, communications may escalate or de-escalate the threat group. The operator will take whatever action is appropriate. (B,1)
- b. A *Call for Service* made by the AMC to the *ECC/PSAP* indicating that a weapon is present and has been confirmed by a human or *analytics*. (B,1)
- c. At some time after the *Call for Service* is completed, the AMC will reach out to the premises in a time frame that is based on the customer’s instructions and/or AMC policy. That contact will result

in one of the following choices:(B,1):

- 1) Confirmation of the event that was reported, or:
- 2) The event was a false alarm. The *ECC/PSAP* is then contacted and updated. (B,2) or:
- 3) The event has escalated to a higher group. The *ECC/PSAP* is then contacted and updated. (A,1)

d. Once completed, the event is closed/completed based on the AMC policy. (B,3)

2.1.4. Active Threat Alarm Group C (C)

See ([Active Threat Alarm Group C – Weapon Detected-Not Human confirmed](#))

Entry of a Group C event is defined as a weapon being detected that has not been confirmed by humans or *analytics*.

a. At any time during any signal processing, communications may escalate or de-escalate the threat group. The operator will take whatever action is appropriate. (C,1)

b. A *Call for Service* made by the AMC to the *ECC/PSAP* indicating that a weapon has been detected and the detection has been received at the AMC. (C,1)

c. At some time after the *Call for Service* is completed, the AMC will reach out to the premises in a time frame that is based on the customer's instructions and/or AMC policy. That contact will result in one of the following choices: (C,1)

- 1) Confirmation of the event that was reported, or:
- 2) The event was a false alarm. The *ECC/PSAP* is then contacted and updated. (C,2) or:
- 3) The event has escalated to a higher group (B,2) and acted upon accordingly.

d. Once completed, the event is closed/completed based on the AMC policy. (C,3)

2.1.5. Active Threat Alarm Group D (D)

See ([Active Threat Alarm Group D – Threat Present-Not Human confirmed](#))

Entry of a Group D is defined as a threat detected that has not been confirmed by human or *analytics*.

a. At any time during any signal processing, communications may escalate or de-escalate the threat group. The operator will take whatever action is appropriate. (D,1)

b. A *Call for Service* made by the AMC to the *ECC/PSAP* indicating that a threat has been detected, and the information has been received at the AMC. (D,1)

c. At some time after the *Call for Service* is completed, the AMC will reach out to the premises in a time frame that is based on the customer's instructions and/or AMC policy. That contact will result in one of the following choices: (D,1):

- 1) Confirmation of the event that was reported, or:
- 2) The event was a false alarm. Then the *ECC/PSAP* is contacted and updated. (D,2) or:
- 3) The event has escalated to a higher group. Then the *ECC/PSAP* is contacted and updated.

d. Once completed, the event is closed/completed based on the AMC policy. (D,3)

Reporting Categories

Active Threat Alarm Group A – Active Shooter

2.1.6. A *Call for service*, knowing there is an ongoing *active shooter* event.

Examples:

- a. *Gunshot detected* - multi-technologies, *analytics* and/or *human confirmed*
The discharge of a firearm has been detected by an automated *sensor* using multi-technologies.
- b. *Gunshot detected* - Acoustic Only *Sensor*, *analytics* and/or *human confirmed*
The discharge of a firearm has been detected by an automated *sensor* using only acoustics.
- c. Video - Observed by Monitoring Personnel, *analytics* and/or *human confirmed*
An individual is observed discharging a firearm (and confirmed by another at the monitoring facility).

Active Threat Alarm Group B – Weapon Present-*Human confirmed*

2.1.7. A *Call for service*, knowing that a weapon(s) is present and is *human confirmed*.

Examples:

- a. *Firearm detected* – Weapons Detection System, human and/or *analytics* confirmed
The presence of a firearm on a person or within a bag, detected by a metal detector, millimeter wave scanner, or similar system and confirmed by human and/or *analytics*.
- b. *Firearm detected* – Video *Analytics*, human, and/or *analytics* confirmed
The presence of a firearm on a person, in a position to be used in a threatening manner, detected and *confirmed* using video *analytics* and *human*.
- c. Video - Observed by Monitoring Personnel
An individual is observed and confirmed holding a firearm.
- d. *Explosives Detected* - Video *Analytics* and *human confirmed*
Explosive devices, bombs, or grenades detected and confirmed through video *analytics*.
- d. *Non-firearm weapon* Detected - Video *Analytics* and *human confirmed*
Non-firearm (e.g., edged weapon, bat, and the like) weapon being used in a threatening manner detected and *confirmed* through video *analytics* and *human*.

Active Threat Alarm Group C – Weapon Detected-Not *Human confirmed*

2.1.8. A *Call for service*, with a weapon(s) detected but not *human confirmed*.

Examples:

- a. *Firearm detected* – Weapons Detection System
The presence of a firearm on a person or within a bag detected by a metal detector, millimeter wave scanner, or similar system.
- b. *Gunshot detected* - Acoustic Only *Sensor*
The discharge of a firearm has been detected by an automated *sensor* using only acoustics.
- c. *Gunshot detected* - multi-technologies
The discharge of a firearm has been detected by an automated *sensor* using a single or multiple *sensor(s)* using multi-technologies.
- d. Person Claims to Have Firearm - Audio *Analytics* Speech Detection - *Human confirmed*

A person verbally expresses having a firearm as a means to threaten others. Confirmed by a human.

Active Threat Alarm Group D – Threat Present-Not *Human confirmed*

2.1.9. A *Call for Service* that there are signs of a threat to life.

Examples:

- a. *Person Claims to Have Firearm - Audio Analytics Speech Detection*
A person verbally expresses having a firearm as a means to threaten others.
- b. *Lockout alarm*
A threat outside of the facility/property in the immediate vicinity or surrounding areas where certain emergency protocols may be enacted (i.e. locked exterior doors), but the facility is mainly operating as usual.
- e. *Lockdown alarm*
A threat within the facility or on facility grounds where immediate emergency protocols are executed (i.e. locked exterior doors/gates, locked interior/classroom doors, shelter in place).

Active Threat Alarm Group E – No Call for Service to *ECC/PSAP*

2.1.10. An Active Threat alarm where it is determined a *Call for Service* to *ECC/PSAP* is not warranted.

This may be determined by:

- a. Verbal confirmation from the Contact List
- b. Visible, audible, eyewitness, or *Analytical Data* confirmation that no threat is present
A data message, such as from an end-user interface or an authorized individual, indicating there is no emergency at the protected premises.

3. *ECC/PSAP Call for Service*

With the categorizing established in 2 above, and the data obtained during the process, this section provides the mechanics of a *Call for Service* to the *ECC/PSAP*.

3.1. *Active Threat Alarm*

When executing the procedures, as described in Section 2, only signals that are categorized as Active Threat *Alarm Groups A - D*, continue to this point;

ECC/PSAP Call for Service

Communications shall be established with the appropriate *ECC/PSAP*. Once communication is established, data is exchanged as directed by the *ECC/PSAP* and supported by the *AMC*.

(See: [Active Threat Alarm Request for Service Data Elements \(*5.3\)](#)) Data may be conveyed electronically or verbally.

3.1.1 Electronic Data Transmission

- a. Data is conveyed electronically to the *ECC/PSAP* specific to the conveyance mechanism.

Examples are *ASAP* to *PSAP*, NG9-1-1, and the like.

3.1.2 Verbal Data Transmission

- a. Generally, the *ECC/PSAP* will “ask” for this information using their own style, order, and screening process after the opening introduction by the *AMC* operator. The opening statement to the *ECC/PSAP* shall use the following format: “This is (Operator ID), [company name] calling with an Active Threat Notification., i.e. “This is John with ABC Security calling with a **(Human or Human and**

Analytics Confirmed) Active Threat Notification, Weapon Detected.” The other information listed below should be provided to the *ECC/PSAP* as requested, if available.

b. Examples:

- 1) Group A – *Active shooter*: “This is John with ABC Security calling with an **Active shooter event**.”
- 2) Group B - Weapon(s) Present – Human Confirmed: “This is John with ABC Security calling with a **(Human Confirmed)** Active Threat Notification, Weapon Detected.”
- 3) Group C - Weapon Detected-Not Human Confirmed: “This is John with ABC Security calling with an **(Analytics Confirmed)** Active Threat Notification, Weapon Detected.”
- 4) Group D - Threat Present-Not Human Confirmed: “This is John with ABC Security calling with a **(Non-Confirmed)** Active Threat Notification, **[Describe the situation]**.”

Active Threat Alarm Request for Service Data Elements (*5.3)

Example: based on section: Group B. a or B. b

ID	Event Data
a.	Company Greeting
b.	Alarm company name
c.	(Human or Human and <i>Analytics Confirmed</i>), Active Threat Notification Weapon Detected
d.	Address
e.	Location/area information
f.	Persons in Possession of “Weapons”, “Active shooter”, etc.
g.	Sounds heard / visible observations (body armor) (Describe)
h.	Type of premises, (School, Multi FI building, campus, etc.)
i.	Video, meta-data and/or audio available,
j.	Alarm company operator number
k.	Anyone enroute to premises
l.	Permit Information
m.	Directions to the site
n.	Site Information
o.	Alarm center call back number
p.	Alarm company incident number

4. Compliance Management

With the alarm event categorization and *ECC/PSAP Call for Service* defined in Sections 2 and 3, this section defines ongoing compliance management responsibilities of stations using ATN-01 to process Active Threat detection system alarm events.

4.1. Record

4.1.1. *The alarm event record for signals handled as described in Section 2.1 shall include the detailed information that formed the basis of any escalate or de-escalate decision.

4.1.2. *Records of alarm event handling shall be kept for a minimum of 12 months.

4.1.3. *When handling an alarm event includes analyzing a video clip, audio clip, or other data stream captured in real time by the *AMC* during the Active Threat event, the *Custodian of Record* (see 1.2.12) shall be notified that the event record includes information sufficient to reconstruct the analytic automation, such as the version number(s) of the analytic(s). The event record shall also include:

- a) The video clip, audio clip, or other data stream itself, or
- b) Sufficient *Metadata* to enable understanding of decisions made during alarm event processing. The *Metadata* shall include the details upon which an escalation/de-escalation decision was made, or
- c) Operator recorded description of the event that includes the details upon which an escalation/de-escalation decision was made.

4.1.4. *When the *Custodian of Record* for data specified in Section 4.1.3 is not the *AMC*. The *AMC* shall implement a) and b);

- a) Have a contract or agreement in place with the *Custodian of Record* that commits the *Custodian of Record* to retain the data in compliance with Section 4.1.2, and
- b) The *AMC*'s alarm event handling record shall identify the *Custodian of Record*.

4.2. Process Monitoring and Corrective Action

4.2.1. ATN Analyzing Process

- a. An *AMC* shall implement a process by which compliance with Section 2.1 is continuously measured and monitored by the station.
- b. The length of time between self-assessments shall not exceed 90 days.
- c. The periodic assessment described in Section 4.2.1. shall be made by analyzing a random sampling of signals processed in the covered time span according to the following
 - 1) Sampling shall be randomized across all Active Threat detection signals received.
 - 2) Target size is 100% of Active Threat detection alarm signals received in the assessment time frame.
 - 3) Minimum sample size shall be 5 alarm events, up to a maximum of 15, or any sample available if less than 5, and shall include samplings of all *Alarm Groups*.
 - 4) Documentation of any remedial training conducted shall be kept and be available for inspection.
- d. The Section 2.1 Compliance Monitoring Process shall include periodic self-assessment by the *AMC* of alarm event records described in Section 4.1 to determine:
 - 1) *Completeness of records to understand how the event was handled.
 - 2) *Compliance with Section 2.1 for each *Alarm Group* determination.
 - 3) *Accuracy of *Alarm Group* determinations based on the information and *Additional Risk Qualifiers* available at the time the event was handled.
- e. If compliance with Section 4.2.1 d) 1) or 2) falls below 80%, the station shall take action to retrain staff, adjust the system program, or other action that mitigates the root cause(s) of noncompliance.
- f. If compliance with Section 4.2.1 d.3) falls below 80%, the station shall retrain staff, adjust the system programming or other action that mitigates the root cause(s) of noncompliance.

- g. The effectiveness of corrective actions described in Sections 4.2.1 e and 4,2,1,f shall be monitored and adjusted as necessary until the process operates within the compliance requirements specified.

5. Appendices

Annex A (Informative)

Annex A is not a part of the requirements of this TMA document but is included for informational purposes only. This annex contains explanatory material, numbered to correspond with the applicable text paragraphs, when appropriate.

5.1. Data Privacy and Retention Considerations

As a system that will house and transfer data, privacy and retention concerns should be addressed.

Some components of a privacy policy might include:

- The types of information collected by the website or application
- The purpose for collecting the data
- Data storage, security, and access
- Details of data transfers
- Affiliated websites or organizations (third-parties included)
- Use of cookies

A few rules of thumb for a data retention policy include:

- Identifying and classifying the data your organization holds (or transfers)
- Knowing which governing bodies have regulations that apply to you
- Deleting data once it is no longer required or after the data retention period has been met
- Less data retained and shorter storage requirements are desired

Annex B (Informative)

5.2. Example of an Operator Assistant Card

ALARM GROUPS				
GROUP A	GROUP B	GROUP C	GROUP D	GROUP E
Active Shooter/ Aggressor	Weapon - Present	Weapon Detected Not Human Confirmed	Threat Present	No Notification
All Confirmed	Firearm Detected	Firearm Detected	No human confirmation	Communications: Human or Analytics
Gunshots Detected	Video Analytics Firearm Detected	Gunshot Detected	Person claims to have weapon	There is no threat present
Video Observed Gunshots	Explosives Detected	Person claims to have weapon - Human and/or Analytics confirmed	Lockout alarm Threat outside of facility. Exterior doors secured	
Active Shooter	Non-firearm Detected		Lockdown alarm A threat within the facility	
Active Aggressor				

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Active Aggressor				

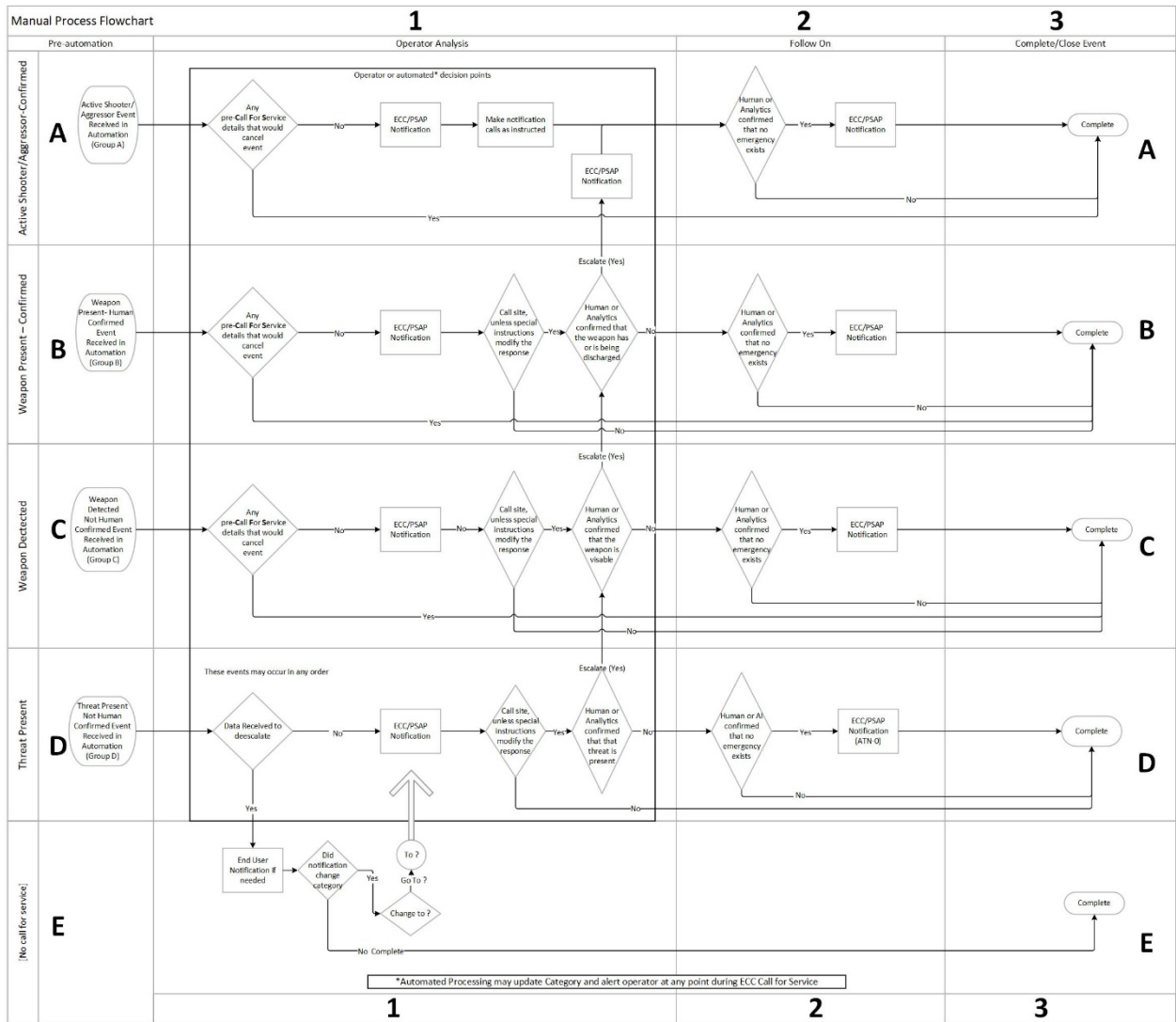
Annex C (Informative)

5.3. Active Threat Alarm Script

No,	Event Data	Suggested Dialogue / Examples
a.	Company Greeting	Dia: Hello this is operator XX,
b.	Alarm company name	Dia: Calling from ABC Alarm Company
c.	Active Threat notification.	Dia: We have received a Human Confirmed, Active Threat Notification, Weapons detected.
d.	Address (including Apt. No.)	Dia: Address is 123 Main St.
e.	Location/area information	Dia: The weapon is detected in the main lobby.
f.	Persons in Possession of “Weapons”, “Active shooter”, etc.	Dia: No persons seen in possession.
g.	Sounds heard (Describe)	Dia: We can hear what sounds like threats being made.
h.	Type of premises, (School, Multi FI building, campus, etc.)	Dia: The premises is a high school.
i.	Video, <i>metadata</i> , and/or audio available,	Dia: We don’t have any video or audio.
j.	Alarm company operator number	Dia: This is Operator 25.
k.	Anyone enroute to premises	Dia: The building security is responding.
l.	Permit Information	Dia: The premises has a permit No. 12345.
m.	Directions to the site	Dia: The premises in on the south side of Main Street and 2 nd avenue.
n.	Site Information	Dia: The school is on a “lockout” condition.
o.	Alarm center call back number	Dia: Our call back number is 123-123-1234.
p.	Alarm company incident number	Dia: Our ticket number is: A1234-59.

Annex D (Informative)

5.4. The Entire Swim Lane Flow Diagram



Annex E (Informative)

5.5. Compliance Management

A 4.1.1 The intent of Section 4.1 is to ensure 1) that sufficient information is captured during alarm event handling to allow post-event analysis and 2) that data upon which an escalate/de-escalate decision was made is retained for use by public safety, the *NRTL* auditor, or another stakeholder.

When a video clip, audio clip, or other data stream that may raise privacy concerns is retained, the station should take measures that assure compliance with applicable statutory and regulatory requirements. See Appendix A, 5.1 Data Privacy and Retention Considerations.

A 4.1.2 The 12-month record retention period is consistent with alarm event record retention requirements in “ANSI/UL827 Central Station Services,” and the needs of this Standard’s public safety development partners .

A 4.1.3 After-event access controls or rights to a video clip, audio clip or other data stream may impede efficient *AMC* analysis or *NRTL* audit of compliance. In such cases, the intent of 4.1.3.b)) and c)) is to allow the *AMC* alarm event record to include *Metadata* or an operator-recorded description of the event as an alternative to placing the actual video clip, audio, clip, or other data stream in the record.

Example: An *AMC* has access to a subscriber’s camera video stream during an alarm event, but the video recording is stored by the camera’s manufacturer, and post-event access to the video recording requires a lengthy and/or complex subscriber authorization procedure. To facilitate the *AMC*’s analysis and *NRTL* audit, the *AMC* operator enters a descriptive narrative that may be similar to:

- a. Observed a human form walking across the front office, headed toward the production area door. The picture was very poor, so unable to further define.
- b. Saw what appeared to be a tall male in dark pants and dark hood covering the face in view of the camera facing the back employee’s entrance. With what appears to be a rifle.
- c. Seeing a short male, in blue jeans, red plaid shirt, with a face mask, with a revolver, crossing the production floor.
- d. Saw three individuals running out the rear entrance, but the picture was very poor, so no further details.
- e. Heard sounds of multiple voices (male and/or female), discussing where to go “next,” then moved out of range of audio.
- f. Observed an individual with a handgun entering the main lobby.
- g. Received *metadata* that a weapon had been detected.

A 4.1.4 The intent is to ensure a) that the data upon which an escalate/de-escalate determination was made is retained for a period long enough to meet the needs of this Standard’s public safety development partners and b) that the 3rd party *Custodian of Record* is documented and readily discoverable in the event of public safety need.

A4.2.1.c.1) Contemporary automation systems can programmatically add many record elements. However, an *AMC* focused on record completeness becomes critically important when an *AMC* uses ATN-01 methods that rely on human operator action to document parts or all of an alarm event handling.

A 4.2.1 b Scripted, automation-driven ATN processes may simplify management and audit of compliance with *ECC/PSAP Call for Service* requirements.

A4.2.1 d Quality control procedures that include documented supervisor monitoring of event handling can effectively identify and correct errors in the decision making of the *Alarm Group* escalation/de-escalation.

Note: The form that follows can be used as a worksheet for documenting the compliance audit. It is also available for download from the TMA website (See Annex 5.7)

Comp by: _____ Date: ____/____/____

Compliant Audit-Work Sheet

Number	System Number	Time/Date	Flowchart Columns 1					Flowchart Column 2				Flowchart Column 3		
			A Confirmed No Emergency	B ECC/PSAP Notified	C Call to Site Mod-Y/N	D Escalate Yes/No	E Group Determine d	F Audited Group	G Confirmed Yes/No Emergency	H ECC/ PSAP Yes/No	I Changed Level	J Complete	K Complaint Y/N	
1														
2														
3														
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Compliant ATN Audit Wk Sheet Rev 1.xlsx

Process and Description(s)			
Enter AMC Answer & Whether or Not Correct			
Question	Recorded Group	Ans're	Correct
Yes/No Emergency Exist	Recorded Group		
Yes/No ECC/PSAP Notified	Recorded Group		
Yes/No Call to Site	Recorded Group		
Yes/No Escalate	Recorded Group		
Yes/No Group Change	Recorded Group		
Recorded Group	Recorded Group		

Group A-Active Shooter/Aggressor - Confirmed

A Call for Service, knowing person or persons are present and there is an active threat to life, confirmed by a human or analytics.

Group B- Weapon Present - Confirmed

There is a weapon present and it has been confirmed by human or analytics.

Group C- Weapon Detected

Weapon had been detected and it has not been confirmed by human or analytics.

Group D-Threat Present

There are signs of a threat to life and it has not been confirmed by human or analytics.

Group E - No Call for Service

Annex F (Informative)

5.6. Common Industry Terms

5.6.1. Actual Alarm

A confirmed documentable alarm event initiated by the detection of either an attempted or successful unauthorized entry of or actions upon, a protected property by a person or persons.

5.6.2. Alarm Verification (See ANSI/TMA CS-V-01)

Alarm verification is a generic name given to techniques used to determine whether or not suspicious and unauthorized activity is occurring and to confirm or deny the validity of alarm signals received at an *AMC*.

5.6.3. Communication Failure (from/to Panel at Protected Property)

An event that indicates the communications path from the protected premises to the monitoring center has been disrupted. Could be caused by physical phone line cut, ISP failure, cellular service failure, and the like.

5.6.4. Computer Aided Dispatch (CAD) System

A computer-based system that aids Public Safety Telecommunicators (PSTs) by automating selected dispatching and record-keeping activities. The use of a computer-based system by a PST electronically transmits incident details to the computers in emergency vehicles.

5.6.5. Destructive Sounds

The protected area has a listen-in feature with audio received at the monitoring center indicating destructive activity, e.g., doors being kicked in, glass breaking, and the like

5.6.6. Facial Recognition (Known/Unknown)

A customer-owned/operated "facial recognition" system reporting to the monitoring center recognized or non-recognized person(s) within the area where alarm activation occurred.

5.6.7. Notification (See [1.2.11 Call for Service](#))

5.6.8. Call for Service Cancel

The process that may occur after contacting the ECC/PSAP is complete, and the *AMC* learns that the alarm is false and notifies them.

5.6.9. Occupant's Phones, or other location services - /GPS on/off Premises

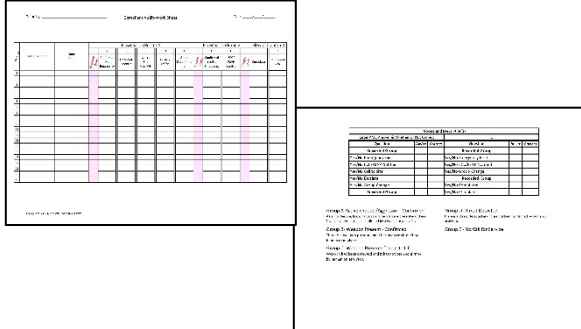
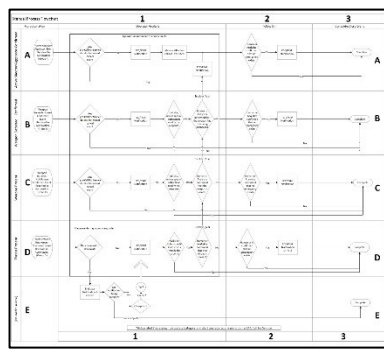
Technology that provides location information of authorized person(s) at the protected premises.

5.6.10. Visual Images

Video or still image(s) Information that is available and relevant to the alarm event.

Annex G (Informative)

5.7. Available Forms for Download

	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="5">ALARM GROUPS</th> </tr> <tr> <th>GROUP A</th> <th>GROUP B</th> <th>GROUP C</th> <th>GROUP D</th> <th>GROUP E</th> </tr> </thead> <tbody> <tr> <td>Active Shooter/ Aggressor</td> <td>Weapon - Present</td> <td>Weapon Detected Not Human Confirmed</td> <td>Threat Present</td> <td>No Notification</td> </tr> <tr> <td>All Confirmed</td> <td>Firearm Detected</td> <td>Firearm Detected</td> <td>No human confirmation</td> <td>Communications: Human or Analytics</td> </tr> <tr> <td>Gunshots Detected</td> <td>Video Analytics Firearm Detected</td> <td>Gunshot Detected</td> <td>Person claims to have weapon</td> <td>There is no threat present</td> </tr> <tr> <td>Video Observed Gunshots</td> <td>Explosives Detected</td> <td>Person claims to have weapon - Human and/or Analytics confirmed</td> <td>Lockout alarm Threat outside of facility. Exterior doors secured</td> <td></td> </tr> <tr> <td>Active Shooter</td> <td>Non-firearm Detected</td> <td></td> <td>Lockdown alarm A threat within the facility</td> <td></td> </tr> <tr> <td>Active Aggressor</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	ALARM GROUPS					GROUP A	GROUP B	GROUP C	GROUP D	GROUP E	Active Shooter/ Aggressor	Weapon - Present	Weapon Detected Not Human Confirmed	Threat Present	No Notification	All Confirmed	Firearm Detected	Firearm Detected	No human confirmation	Communications: Human or Analytics	Gunshots Detected	Video Analytics Firearm Detected	Gunshot Detected	Person claims to have weapon	There is no threat present	Video Observed Gunshots	Explosives Detected	Person claims to have weapon - Human and/or Analytics confirmed	Lockout alarm Threat outside of facility. Exterior doors secured		Active Shooter	Non-firearm Detected		Lockdown alarm A threat within the facility		Active Aggressor																																								
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Gunshots Detected	Video Analytics Firearm Detected	Gunshot Detected	Person claims to have weapon	There is no threat present																																																																									
Video Observed Gunshots	Explosives Detected	Person claims to have weapon - Human and/or Analytics confirmed	Lockout alarm Threat outside of facility. Exterior doors secured																																																																										
Active Shooter	Non-firearm Detected		Lockdown alarm A threat within the facility																																																																										
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