

Enhancing Emergency Response with AVS-01, ASAP, and NENA's EPRC

By John Chiaramonte, Mission Critical Partners and PPVAR Board of Directors



There is no question that the security industry is undergoing a transformation with the implementation of the AVS-01 Alarm Validation Scoring Standard, which standardizes intrusion alarm event classifications to improve emergency response. Developed by The Monitoring Association (TMA) and accredited by the American National Standards Institute (ANSI), the standard assigns to alarms a score that ranges from Level 0 to Level 4, based on the severity of the threat. Level 3 indicates a confirmed threat to property, while Level 4 signifies a confirmed threat to life — with both requiring urgent attention from law enforcement.

For these high-priority incidents, timely and accurate communication with 911 centers is critical. Traditionally, alarm monitoring companies relay this information via phone calls, a process prone to delays and errors. TMA's Automated Secure Alarm Protocol (ASAP) addresses this issue by enabling digital transmission of alarm data directly to 9-1-1 centers. This reduces response times from minutes to seconds, eliminates manual errors, and ensures that critical information reaches emergency responders promptly. It also provides for two-way, real-time communication between 9-1-1 telecommunicators and alarm

monitoring stations, further reducing the time needed to share information.

The role of the National Emergency Number Association (NENA)'s Enhanced PSAP Registry and Census (EPRC) is pivotal in scenarios where ASAP is not yet implemented. EPRC provides alarm companies with access to a secure database of 9-1-1 center contact information, including a 24/7 emergency phone line for reporting incidents like Level 3 or Level 4 events. By subscribing to this nominally priced service, alarm companies can ensure that they have the necessary tools to connect with the appropriate 9-1-1 center quickly when digital solutions are unavailable (or not yet implemented).

Consider a real-world scenario: an alarm monitoring center receives an alarm activation and video from the scene that indicates people with weapons trying to break into a residence (a verified Level 4 incident). With ASAP integration, this data is transmitted electronically to the 9-1-1 center in seconds, enabling immediate dispatch of law-enforcement personnel. Without ASAP, the alarm-monitoring center must rely on a phone call to provide vital information — a slower process that could delay critical response. In such cases, having EPRC access ensures that the alarm monitoring center can quickly identify the correct contact at the 9-1-1 center and relay the information as efficiently as possible.


Standards continued on page 22

Technology continued from page 13

By constantly analyzing system data, they can spot potential problems before they result in failures. This forward-thinking approach ensures the continued reliability of AI-driven features like motion and object detection, including for humans and vehicles. With a professional team overseeing your system, you can rely on your surveillance devices to always be prepared to detect and respond to suspicious activities.

Why Dedicated Monitoring Matters

The benefits of a professional monitoring center extend beyond just system health. Unlike email alerts, which can be overlooked or delayed, monitoring centers prioritize critical alarms and respond in real time. This ensures that no alert is missed, no matter how busy the day gets. Additionally, these centers operate 24/7, providing constant oversight and peace of mind.

In conclusion, investing in a professional monitoring center for health monitoring services is essential for maintaining the effectiveness of your surveillance system. By ensuring that devices remain on-line and operational and avoiding costly truck rolls, these centers help maximize the value of AI-powered security features and protect what matters most. Don't let technical issues compromise your safety—partner with a professional monitoring center today. 

2025 TMA Meetings

75th Anniversary Annual Meeting

In-person

Ritz-Carlton, Rancho Mirage
Pam Springs, CA
October 5-9

75th Anniversary OPSTech

Hybrid

Addison, TX
Guest Host: ECAM


Go on-line to **tma.us** for
program details now.

Email meetings@tma.us to learn more
about sponsorship opportunities.

Standards continued from page 15



The combination of AVS-01's standardized scoring, ASAP's digital-dispatch capabilities, and EPRC's comprehensive contact database enhances public safety by streamlining communication between alarm-monitoring centers and emergency responders. Adopting these tools will enhance the ability to save lives and protect property more effectively than ever before.

For more information on NENA's EPRC, visit <https://eprc.nena.org> and click on "Non-PSAP Access" at the top of the page. 

Remote Guarding continued from page 17

- Remote guarding offers security providers significant potential for recurring monthly revenue, creating a cost-effective solution for clients while providing a steady income stream for providers.

Specialized Training for Operators

Effective remote guarding requires operators with a unique skill set, including proficiency in advanced security software, quick decision-making, and effective communication for de-escalation and law enforcement coordination.


By leveraging technology and human expertise, remote guarding offers a powerful solution for modern security challenges, providing businesses with enhanced protection and security providers with new growth opportunities. 

Retirement continued from page 7

dedicated to the protection of life and property. I will always treasure the relationships I have made over the course of my tenure at TMA."

Most notable among her accomplishments and contributions to the association during her tenure are: assisting with the development of the original Operator Level 1 and 2 On-line courses; the introduction of social media; the creation of the Five Diamond program; the development of the Excellence Awards; the development of an marketing campaign for NAMTSE, which included a virtual expo and was recognized with an award by the American Society of Association Executives; the establishment of the first Compliance Community, which created an on-line resource of state licensing requirements; and the writing of the history of the first 50 years of the Association.

Celia is also especially proud of TMA's response to the pandemic, an unprecedented challenge for the industry and association. TMA supported its members during this period by offering highly attended weekly town halls covering the most critical issues of that week and providing them with many other resources and assistance.

Those wishing to express wishes to Celia before July 18th may reach her by email at cbesore@tma.us or by phone at (703) 660-4913. Thereafter, she may be emailed at celia@strategia.cc. 



Celia hares her certificate of completion for TMA's AVS-01 on-line operator training.