Agenda

The Monitoring Association

• Housekeeping	Celia Besore
• Welcome	Don Young
• Standards Committee Vision	Glenn Schroeder
• TMA UL Task Group	Anita Ostrowski
• UL Standards Roadmap	Steve Schmit
• APCO ASAP Standard Committee & • TMA NFPA Task Group	Jay Hauhn
• TMA-AVS-01 Committee	Don Young Mark McCall

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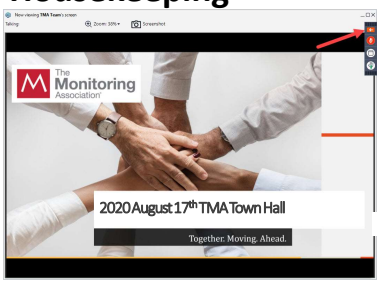
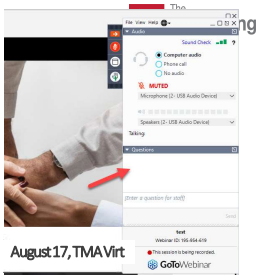
Housekeeping





Today's Town Hall is not being recorded

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TMA 2020 Annual Meeting
Oct. 27-29
Unprecedented times. Unlimited Discovery.

OPERATION MISSION POSSIBLE

- Operations | Video – Nov. 9-12
- Technology – Nov. 17-18

Creating a Safer World Through Professional Monitoring

The Monitoring Association

Early Bird SPECIAL

Register early and SAVE!

TMA members who register by August 31 to attend the Annual Meeting or OPS-TECH will save!

	Early-bird	Regular
Annual Meeting	$400	$450
OPS-TECH	$400	$450
Both Events	$720	$800

Look for additional registration options and special rates for 3 or more from one company at www.tma.us.

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The Monitoring Association

Welcome

Don Young,
TMA President

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Chair – TMA Standards Committee

The Monitoring Association

Glenn Schroeder is Chief Technology Officer for NetOne, Inc, a group of 39 security companies who together represent one of the largest electronic security organizations in North America. His 40-year Alarm Industry career includes key senior leadership positions in Information Technology, Corporate Finance, Central Station, Customer Service, Field operations, and sales disciplines.

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TMA Standards Strategy

Glenn Schroeder,
TMA Standards Chair

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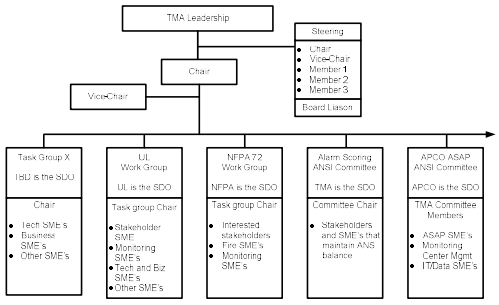
Standards Organization



Task Groups above are examples used for illustrative purposes

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TMA UL Subcommittee Update

Anita Ostrowski,
Chair, TMA UL Subcommittee

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TMA UL Task-Group Activities

UL
Work Group

UL is the SDO

Task group Chair

- Stakeholder SME
- Monitoring SME's
- Tech and Biz SME's
- Other SME's

Chair – Anita Ostrowski, Vector Security

- Sections updated in UL 827 (37.2, 17.2 and 12.1-12.5)
- Offered recommendations to UL 2610, UL 681 and UL 1981 to keep in line with UL 827 changes
- Virtual Workplace Requirements language proposed in 827 (TMA and UL)
  - Now in Public Comment, Closes 8/31
- UL 827A (Hosted Central Station) into UL 827
- UL will be conducting virtual annual audits
- UL Standards Roadmap
- Possible Model Ordinance recommendations

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UL Standards & Program Roadmap

Steve Schmit,
Underwriters Laboratories, LLC
Senior Staff Engineer

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UL Standards & Program Roadmap

- Virtual Workplace (WFH) monitoring (Sept-2000 revision target)
  - Phase 1 Emergency Conditions
  - Phase 2 Long Term Conditions
- UL Annual Audit Approach
  - New WFH requirements Q3/Q4
  - Virtual Audit techniques
  - Cybersecurity & secondary power requirements published 2019/04/11
- Hosted Central Station Services – Merge 827a into 827
  - Bring current requirements into the ANSI Standard
  - Develop public cloud use requirements

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UL Standards & Program Roadmap

- Alarm Confirmation, Verification and Notification Procedures
  - Harmonize UL827 & ANSI/TMA CS-V01
  - Optimize public and AHJ understanding of UL/Industry alignment
- Monitoring Station Certification Category Restructure
  - Collaborative discussion with industry, AHJs, stakeholders

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APCO ASAP Committee

APCO ASAP ANSI Committee

APCO is the SDO

TMA Committee Members

- ASAP SME's
- Monitoring Center Mgmt
- IT/Data SME's

- APCO is the SDO
- Chair, Bill Hobgood, appointed by APCO
- TMA representative is a co-chair
- TMA has five representatives on the ANSI committee that provide functional expertise
  - Jay Hauhn (co-chair)
  - Morgan Hertel
  - Tom Nakatani
  - Anita Ostrowski
  - Glenn Schroeder

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TMA NFPA Task-Group Activities

NFPA 72 Work Group

NFPA is the SDO

Task group Chair

- Interestec stakeholders
- Fire SME's
- Monitoring SME's

Chair – To be appointed

- NFPA 72 – National Fire Code
  - 2022 Version "in cycle"
  - Adopt "Tentative Interim Amendment" for Work From Home" monitoring
- TMA representation on NFPA 72 Correlating Committee

Contact Glenn Schroeder if interested in chairing NFPA work-group

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TMA-AVS-01
Alarm Validation Standard

Don Young,
TMA President

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ANSI Project Initiation (PINS)

Abstract of Project:

The increasing use of data by Public Safety has had a positive impact on the services they provide to the public. Datasets generated by commercial sources, such as the alarm industry, can be a valuable data source to Public Safety. Real time data from security providers will improve situational awareness as well as first responder safety. Sensor innovation driven by technological advances has raised the quantity and quality of data collected by alarm systems.

Alarm monitoring centers can use this data to estimate the validity of an alarm event, which enables the creation of standardized "alarm scoring" metrics. Calls for Service to Emergency Call Centers/Public Safety Answering Points that include a standardized scoring metric can assist public safety departments that opt-in to the program, with their alarm response policies, similar to how Location accuracy and Crash Severity scoring are used.

Project Need

Public Safety officials in municipalities establish alarm response policies specific to their jurisdiction. Such an ANSI standard will be created cooperatively with Public Safety stakeholders. Alarm scores would be calculated by an alarm monitoring center process and technology.

Alarm scores transmitted to Public Safety in a standardized manner minimizes workflows within Public Safety. It allows Public Safety to take advantage of the data without the burden of receiving and analyzing it themselves. Additionally, the standard can enable processes for data relative to a Call for Service, to be "pulled" by Public Safety on demand.

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TMA-AVS-01 Chair

Experienced Electronic Security Professional with a demonstrated history of working in the electronic and physical security industry. Skilled in Electronic Security monitoring operations, including Video and Audio Monitoring solutions, Corporate Security, and Systems Design. Strong information technology, monitoring operations and executive level administration professional as well as project/program management.

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TMA-AVS-01 Leadership

Mark McCall	Chair	Stanley Security	Alarm Monitoring
David Holl	Co-chair	Lower Allen Township	Public Safety
Larry Folsom	Co-chair	I-View Now	Manufacturer

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TMA-AVS-01
Alarm Validation Standard

Mark McCall,
Committee Chair

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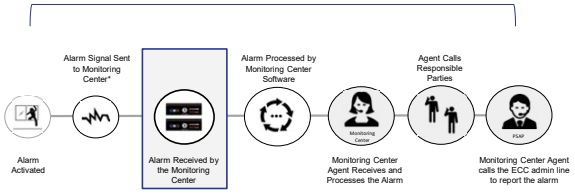
Standard Monitoring Center Workflow



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Predicting Injury Severity

- Predicting Injury Severity

A decade of data from **National Automotive Sampling System Crashworthiness Data System** (NASS CDS) used to create and validate the **Injury Severity Prediction** algorithm

Examples:

Criteria	Data
Delta V	12 MPH
Seatbelts	In Use
Multiple Impacts	NO
Rollover	NO
Injury Severity	NORMAL

Criteria	Data
Delta V	35 MPH
Seatbelts	Not in use
Multiple Impacts	YES
Rollover	YES
Injury Severity	HIGH

Curtesy of Mission Critical Partners

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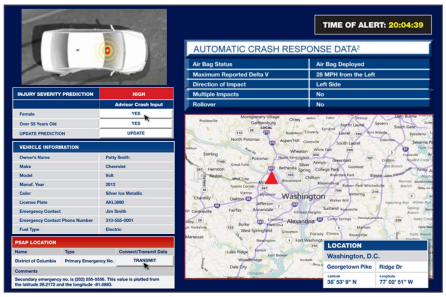

Curtesy of Mission Critical Partners

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AACN to PSAP Workflow (Today)

AACN-equipped vehicle

voice comms

VEDS

Telematics Service Provider (TSP) call center

voice comms ONLY

911 Emergency Communications Center (ECC)

- Upon crash, vehicle initiates a wireless call to the TSP, transmits VEDS data
- TSP assesses the situation, predicts injury severity, notifies 911 by phone
- TSP operator verbally transmits select data to the 911 calltaker
- 911 continues caller interrogation, uses CAD to dispatch responders

Curtesy of Mission Critical Partners

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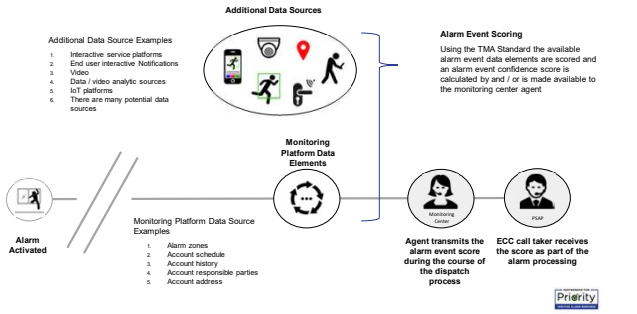
Adding Alarm Event Scoring to Alarm Agent Workflow



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Alarm Industry Data Sources

Panel Data
- Any burglar alarm
- Multiple trips same zone
- Multiple trips different zone
- Recent closing/opening
- Perimeter alarm
- Interior alarm
- Perimeter, followed by Int
- Glass break
- Smoke alarm
- Schedule exceptions
- Abort/cancel
- Time of event

Video Data
- People seen
- People have weapons
- People have burglary tools
- Vehicles seen, recognized or not
- License Plate Readers, unknown plate
- People remaining, loitering
- Vandalized property
- Severe weather seen
- Smoke/Fire

Audio Data
- Weather heard, thunder, etc.
- Breaking or destruction
- Voices heard
- Elevated conversation heard
- No audio
- Audio of activity (walking, doors, etc.)

Personal Data
- Occupants phones not on site
- Occupants phone on site at alarm
- Other phones (keyholder list) on site at alarm
- GPS shows occupants not home
- GPS show occupants at home
- Event initiated
- Event confirmed
- Other end user/customer input

Other Data Source
- Twitter, Nextdoor, etc. (social media) feeds with key word
- RSS feeds, utility companies, etc.
- PD alerts, broadcasts live
- Crime reports
- Crime index for location
- Customer specific/environmental
- Predictive analytics, fire equipment fails
- Floor plans

Biometric Data
- Facial recognition, friend seen
- Facial recognition, foe seen
- Facial recognition, no match
- Voice match, friend
- Voice match foe
- Voice match unknown

Environmental Data
- Weather harsh
- Weather good
- Interior temperature normal
- Interior temperature high/low
- CO level high
- CO level normal
- Power outage

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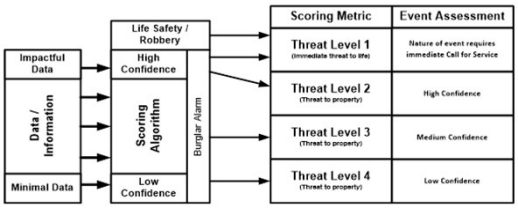
Threat Level Determination



For illustration purposes only

Standards committee to define terminology, Scoring metric methodology, actual number of event assessment levels , etc.

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Schedule - ANSI Compliance

Task	Notes/explanation	Target Completion	Actual Completion
Identified at LRP as a strategic TMA initiative	Reviewed strategy with LRP attendees		Feb 2020
File Pins	Target April		Apr 2020
TMA EC Approval	EC call		
Brief partnership email to Public Safety ED's	ASAP after PINS. Email from TMA ED. Give PubSaf ED's a heads up		May 2020
Pre-committee effort - create outline	Workgroup		Aug 2020
CISC Consensus-body notification	ANSI required "Consensus" body		Aug 2021
Full notification to Public Safety ED's	Provide letter than explains TMA AVS 01 in more detail. Ask associations to assign a committee member		Jul 2020
Publish notification/call for committee members	Call for committee membership is required.		Jul 2020
Announce committee membership - balance !	Publish committee members are.	Aug 2020	
First committee call - Review draft outline/feedback		Aug 2020	
Next committee call	Committee work - activity determined by chairs	Rhythm	Rhythm
Workgroup/committee calls - review work product	Regularly scheduled committee calls -	every 2 weeks	Rhythm
Final call before BSR-8	Initial public comment period	Jan 2020	
File BSR-8	Notice to ANSI, initiate public comment period	Jan 2020	
Public Comment period	45 days per ANSI best practice		
Compile and distribute public comment to committee	Committee review	Mar 2020	
Committee calls - review public comment	Committee review	Apr 2020	
Complete proposed document	Final document after public comment period. Substantial change based on public comment could required additional public comment period.	Apr 2021	
CISC Consensus-body vote	SISC approval required as ANSI requirement for a "consensus body" approval	Apr 2021	
File BSR-9	Notifies ANSI that the work is done and standard is ready for publication	May 2021	
Publication by ANSI of new ANS	Completion requires ANSI acceptance.	May 2021	

TMA-AVS-01 Committee Membership

Call for Participation (ANSI best practice)

- Multiple announcements from TMA

"Balance" (ANSI requirement)

- Alarm Monitoring
- Public Safety
- Manufacturer/Software Provider
- Service Provider
- Special Expert/NRTL

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Open Forum / Q & A

- This Town Hall is **off** the record and it **is NOT being recorded.**
- Please write your questions in the question box or raise your hand so we can unmute you.
- Make sure you have entered the audio pin number if you are using your phone or if using your computer audio that your computer microphone is working.

Please join our next TMA Virtual Town Hall on September 14th at 11:00am ET!

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Monitoring
Association
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Thanks for Attending!