# ANSI/TMA AVS-01 Alarm Validation Scoring Certification

When a security alarm is triggered at a protected property, the signal is sent to an alarm monitoring center, where an operator records the signal and initiates the appropriate response. Communication exchange protocols can vary greatly among monitoring centers, which can impact the allocation of resources and first responders' situational awareness — critical elements of effective emergency response.

To help build trust between private-sector alarm monitoring centers and the public safety organizations responsible for dispatching and managing first responders, The Monitoring Association (TMA) — together with UL Solutions, public safety professionals and other key stakeholders within the alarm monitoring industry — developed an American National Standards Institute (ANSI) standard that provides a standardized alarm validation score or classification metric for unauthorized human activity detected by alarm systems.

Alongside the development of ANSI/TMA AVS-01, UL Solutions developed a certification program for monitoring centers interested in showcasing their commitment to public safety and operation excellence. ANSI/TMA AVS-01 defines and standardizes monitoring centers' requests for public safety service in response to intrusion detection alarm signals. In the certification program, UL Solutions evaluates the alarm validation scoring process and delivery system used by alarm monitoring centers in accordance with ANSI/TMA AVS-01 requirements. Certification to the ANSI/TA AVS-01 standard helps facilitate monitoring centers' acceptance of standardized requests for emergency communication center (ECC) service in response to intrusion detection alarm events.

**Compliant monitoring centers report alarm events as falling into one of the following categories:**

- Alarm Level 0 – No call for service
- Alarm Level 1 – Call for Service with no additional information
- Alarm Level 2 – Call for service with proof of, or a high probability of, knowing person or persons are present at the alarm site
- Alarm Level 3 – Call for service, knowing person or persons are present at the alarm site, and it appears there is a threat to property
- Alarm Level 4 – Call for service, knowing person or persons are present at the alarm site, and it appears there is threat to life

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## UL Solutions ANSI/TMA AVS-01 Alarm Validation Scoring Certification benefits

Certifying your monitoring center to the ANSI/TMA AVS-01 standard with UL Solutions can help differentiate your center from others by demonstrating your commitment to delivering high-quality services. Certification also provides evidence of due diligence for monitoring centers' enterprise liability mitigation portfolio. For UL Certified monitoring centers, adding ANSI/TMA AVS-01 certification is quick and easy, and can be integrated into the comprehensive annual compliance audit.

The certification also demonstrates that your monitoring center is committed to using a consistent format to provide information to first responders. This has the potential to benefit ECCs and law enforcement operations in several ways, including:

- More effective coordination between ECCs and law enforcement agencies
- A more streamlined alarm response
- A more targeted alarm response from first responders
- Efficient, effective and policy-driven prioritization of public safety resources
- Better first responder preparation for what they will encounter when they arrive at the scene

## Why choose UL Solutions for certification?

At UL Solutions, we leverage our longstanding history as the monitoring industry's trusted certification partner to build trust among stakeholders. With our active collaboration with TMA, National Emergency Number Association (NENA), Partnership for Priority Verified Alarm Response (PPVAR) and the Association of Public-Safety Communications Officers (APCO) throughout the standard's development process, we have a deep understanding of the technical requirements and stakeholder objectives. Our dedicated experts can support you in every step of your certification journey.

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