



TMA/UL AVS-01 UL Certification Webinar | May 9, 2024

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Welcome and Housekeeping

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Agenda

- AVS-01 Overview Steve Butkovich and Morgan Hertel
- AVS UL Certification Javier Olarte
- AVS Certification Experience Javier Olarte and Morgan Hertel
- Q&A
- Wrap up and closing Steve Butkovich



ANSI TMA/AVS-01 Overview

Steve Butkovich, President, The Monitoring Association (TMA)

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ANSI TMA/AVS-01 Development and Benefits

Morgan Hertel, VP of Technology and Innovation, Rapid Response

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Alarm Validation Scoring (AVS-01) Certification

Javier Olarte
May 09, 2024

UL Solutions Certification

- Certification is independent of any other certification category
- Certification is independent of any UL Standards
- Certification based solely on TMA AVS-01, Standard
- Certification is independent of any UL Listed equipment or Classified software
- Available to Listed and un-listed monitoring centers
- Certification is for monitoring center – No UL Certificates issued
- Listed companies will have their own UL-AVS file number
- Category Control Number (CCN – CAVS)

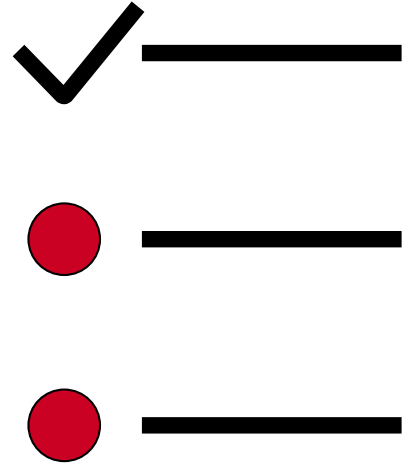


What to Expect



The Needs Assessment

1. Ensuring monitoring center's preparedness
 - Adoption and implementation of AVS-01
 - Trained operators
 - Manual or automated
 - Self-assessment
 - Records
 - Mitigation processes
 - The Quote and/or Prospect Package

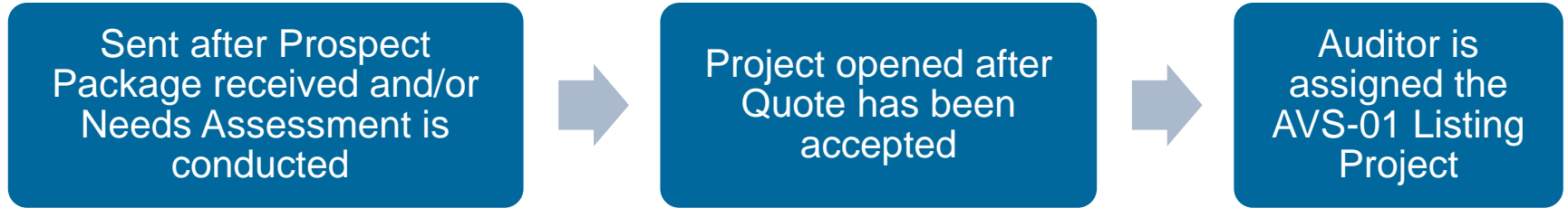


The Prospect Package/Questionnaire

1. Ensuring monitoring center's Listing preparedness
 - Synopsis of the Listing process
 - Questions relating to monitoring centers unique processes
 - The questionnaire will be discussed in general manner, documented and used as contextual background during the Phases of evaluation
 - No wrong answers



The Quote for Evaluation





UL Annual Audit Process 3-Phase Approach

- Phase 1 – Discovery Process
- Phase 2 – Station Compliance Review (Self-Assessment)
- Phase 3 – Event Sampling and Compliance Confirmation

Phase 1 - Discovery Process

1. Prospect Package Questionnaire basis for Phase 1
2. Monitoring centers are diverse in size and complexity regarding technology, processes, training, and manual/automated platforms
3. Understand the procedures and processes implemented by the monitoring center including:
 - Scoring process
 - Enhance Call Confirmation process
 - Call for Service protocols
 - Escalation/de-escalation decisions
 - Record retention
 - Self-assessment process
 - Self-assessment corrective actions.

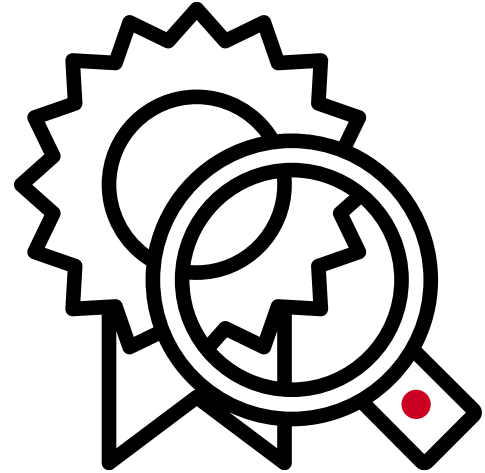


Phase 2 - Station Compliance Review (Self-Assessment)

1. We audit the audit - TMA AVS-01 requires the monitoring center to implement an AVS Scoring Process by which compliant with Fundamental Weighting is continuously measured and monitored, the length of time between self-assessments shall not exceed 90 days.
2. The auditor will review the last 4 periodic Self-Assessment results and corrective actions with the station - not a deep dive into records but assures that 90-day self-assessments are done
3. Target sampling size
 - Minimum sample size shall be 50 alarm events (10-25 Alarm Level 2 or above)
 - Maximum sample size shall be 200 alarm events (40-100 Alarm Level 2 or above)

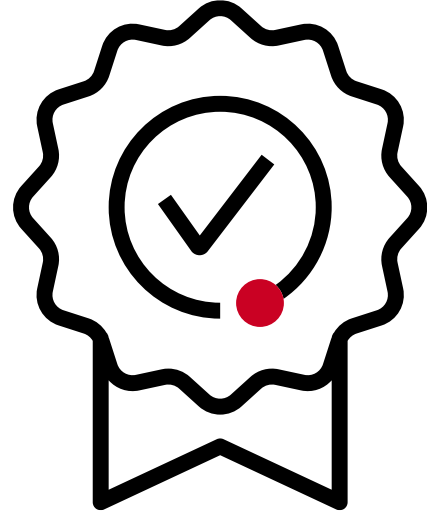
Phase 2 - Station Compliance Review (Self-Assessment)

1. If accuracy of compliance level determination falls below 80%, the station must take action
 - If required, retrain staff – how was training conducted?
 - If required, adjust system program, process, procedures
2. The effectiveness of corrective actions must be monitored and adjusted as necessary.
 - Did corrective actions mitigate the root cause(s) of noncompliance?



Phase 3 - Event Sampling and Compliance Confirmation

1. Deep dive into records - this phase is to validate TMA AVS-01 requirements. (Alarm Scoring; Enhanced Call Confirmation; and Communication Protocol)
2. The review will be conducted in conjunction with the Alarm Service Company to facilitate and ensure that all necessary records and data is available



Phase 3 - Event Sampling and Compliance Confirmation

Target sampling size, 30 alarm records

10 Alarm Level 1

- Alarm Level was not escalated or deescalated due to Automation Data, data analytics and operator observation

10 Alarm Level 2, 3, 4

- Alarm Level was escalated due to Automation Data, data analytics and operator observation

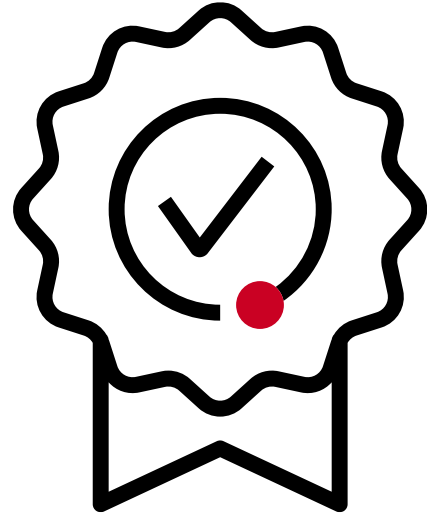
5 Alarm Level 0

- Alarm Level was deescalated, alarm where it is determined a Call for Service to Emergency Communication Center (ECC/PSAP) is not warranted

5 Station's self-assessment indicated variation

- Information demonstrating that alarm scoring was incorrect based on Automation Data, data analytics and operator observation

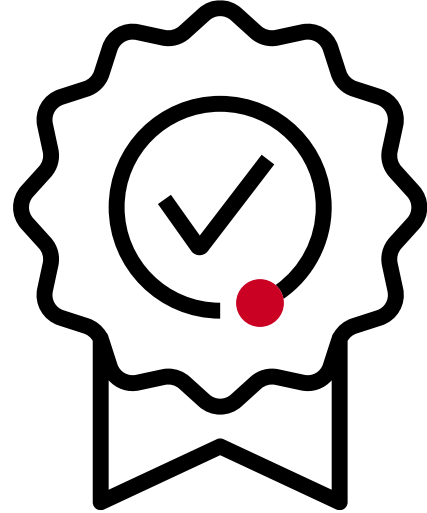
Suggest sampling from most recent 90-day self-assessment – “Reserve the Right”



Phase 3 - Event Sampling and Compliance Confirmation

For each alarm event sample audited is the record complete enough to understand how the event was handled

- Does the record pinpoint/describe the specific observation indicator used to escalate/deescalate to the appropriate Alarm Level, the 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 event that includes the details upon which an escalation/de-escalation decision was made
- Was CS-V-01 Enhance Call Confirmation process utilized and does the record document the outcome
- Was scripted communication protocol used for the Request for Service to the Emergency Communication Center (ECC/PSAP)



Contact us

Alarm Certificate Services

AlarmCertificateServices@ul.com

<https://www.ul.com/services/ansitma-avs-01-alarm-validation-scoring-certification>

Barbara Tobiasz – Senior Sales Process Specialist

Barbara.Tobiasz@ul.com

847-664-1698

Javier Olarte – Lead Auditor Technologist

Javier.Olarte@ul.com

919-280-4181



Q & A

Please enter your questions in the Question window.



Wrap-up & Closing

Steve Butkovich, President, The Monitoring Association (TMA)

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ANSI/TMA-AVS-01 2023 ALARM VALIDATION SCORING STANDARD

Enhancing Alarm Response Through Industry Collaboration

- **ANSI/TMA AVS-01 Standard**

- [What is AVS-01?](#)
- [Alarm Level definitions](#)
- [ANSI/TMA AVS-01 2023 Alarm Validation Scoring \(AVS\) Standard Download](#)
- [AVS-01 Appendices \(Downloadable ZIP File of all Swimlanes and diagrams referenced in the AVS-01 Standard : **Print Quality**\)](#)

- **Resource Materials**

- [White Paper | AVS-01 Implementation: Why You Should Participate](#)
- [AVS-01 Course Summary for Training Managers](#)
- [Alarm Levels Reference Card](#)
- [AVS-01 PowerPoint Presentation](#)
- [AVS-01/ASAP Guidelines](#)

- **Resource Videos**

- [AVS-01 Informational Webinar](#)
- [AVS-01 Module 1 – Monitoring Center Operator Online Training Preview](#)

- **UL Certification**

- [UL Solutions – AVS Flyer Update](#)
- [AVS-01 Alarm Validation Scoring Prospect Package](#)
- [ANSI/TMA AVS-01 Alarm Validation Scoring Certification | UL Solutions](#)
- [Certified AVS Monitoring Centers](#)

- **Public Safety Information**

- [Public Safety Engagement](#)
- [AVS-01 Awareness Video for Public Safety](#)
 - [Embed Code for Public Safety Video – Please feel free to share](#)



For More Information

www.avs-01.com or www.avs-01.org

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The
Monitoring
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Thanks for Attending!

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