



Priority Response – a “win” for every stakeholder

Evolving Technology, Additional Information and Arrests

The security industry is making an effort to build a new level of partnership with Law Enforcement for greater community life/safety. New advances in technology have made enhanced Video Alarm Systems affordable and competitive with non-video systems – enhanced video alarms can now be purchased by anybody and are not just solutions for the rich. These new enhanced video alarm systems are available from many manufacturers in many models providing a variety of features. At the most basic level, however, the alarm and a video clip of what caused the alarm is transmitted to a Monitoring Agent who confirms an intruder is present and then notifies a Law Enforcement dispatcher. While response to all alarm systems has been proven to deter crime and reduce losses, creating a policy that provides higher priority response to enhanced video alarms is a “win” for the entire community:

Law Enforcement:

- More arrests
- Greater officer safety/situational awareness
- Crime patterns stopped
- Enhanced Citizen confidence in law enforcement

Consumer:

- Greater security and life safety

Industry:

- Greater confirmation of alarm activations and acceptance of enhanced alarm technology.

Goal: Adopt new Policy with Higher Priority for Video Alarms

The goal of Priority Response is to work with local law enforcement to maximize the benefit of the new generation of enhanced video alarms. We request that law enforcement review dispatch priority levels and implement policy changes to reflect a higher priority response for alarms with video confirming the presence of an intruder than that assigned to standard alarms. Ideally, each PSAP (Public Safety Answering Point) would:

1. Create a special dispatch code for Enhanced Video Alarms with greater priority than standard alarms.
2. Create an email address that participating Central Stations can email the actual video clips of the intrusion for later review by the dispatcher, if desired.

Vendor-Neutral

There are three major technology solutions for video alarms monitored by all the major central stations in the industry. Video alarm systems are now cost competitive with blind alarm systems and have expanded from commercial applications to the residential market. This means that video alarms systems are a realistic and cost-effective option for consumers of all types.

Enhanced Video Alarm Systems are NOT surveillance systems

Enhanced video alarms are not surveillance systems, but an improved intrusion alarm system. While some surveillance can provide video alarms, surveillance also provides other functionality that goes beyond the scope of video alarms and may impact privacy concerns in residential applications. Enhanced video alarms are consistent with the concept of a burglar alarm.

This is an "incremental step" in technology doing exactly what intrusion alarms and central stations have always done *"To Detect and Notify"*. Enhanced video alarm systems go beyond traditional *"Detect and Notify"* practices, providing visual confirmation of what caused the alarm.

In contrast to expensive surveillance systems, enhanced video alarms are:

- **NOT** to identify an intruder (this may happen but this is secondary)
- **NOT** 24/7 surveillance video (only the clip of the actual incident is transmitted)
- **NOT** to provide *"live video feeds"* on demand (this may be available on some surveillance systems but often raises privacy concerns in the residential market).
- **NOT** self-monitored by the consumer. This is not a nanny-cam.
- **ARE** monitored by a qualified UL listed Central Station and reviewed by their operators.

Typical Video Alarm Process

1. Alarm signal is transmitted to a central station. In addition to receiving the alarm signal, the operator views a video clip associated with the event.
2. Operator confirms if an intruder is present. Based on video clip, operator provides a "confirmed" alarm dispatch for law enforcement to act upon.



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3. The Operator can forward the video clip to the PSAP for review; typically this is done via email to a specified email address created by the PSAP.

Priority Response – Greater Efficiency for “Free”

Local law enforcement agencies establish their own priority levels for dispatch to accomplish their mission and maximize their available resources. Because enhanced video alarms provide additional information, greater officer safety and improve the likelihood of arrests, they should be given a higher priority dispatch level than standard alarms.

Law Enforcement’s formal support of Priority Response will motivate the Security Industry and Consumers to purchase enhanced video alarm systems. Over time the existing installed base will be upgraded and improve community life safety and Law Enforcement efficiency.

Priority Response is a reasonable response to affordable technology advances that benefit law enforcement, the consumer and the greater community.

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