

Video Verification Standard

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Section 1 - Introduction

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Section 3 - Definitions

3.1 Alarm Verification

3.1.1 To prove to be true.

3.1.2 To call the alarm site by telephonic or other electronic means.

3.1.3 To assess the validity of alarm signals received at a Central Station or monitoring facility in an attempt to avoid an unnecessary dispatch.

3.2 Video Verification (VV)

The use of live and or recorded video images by a Central Station or monitoring facility to assess the validity of alarm activations.

3.3 Alarm Initiating Device

Device which, when actuated, initiates an alarm to be transmitted to a Central Station or monitoring facility.

3.4 Video Motion Detector (VMD)

Device used in conjunction with a CCTV system to detect movement within an area covered by a video camera. The video motion detector digitally analyzes a static picture several times a second. Any significant change in the picture triggers an alarm. Some video motion detectors allow the operator to select only portions (windows) of the video image for motion detection.

3.5 Enhanced Verification (EV)

The attempt by the monitoring facility personnel to verify that no emergency appears to exist, at the monitored premises, by means of more through procedures such as 2 (two) or more verification calls, live audio or video, cross zoning, other means or a combination of these procedures.

3.6 Operator

Central Station or monitoring facility personnel trained in this standard to view video.

3.7 Recorded Video

Images recorded on any medium that has the capacity to store Images and from which images can later be recalled.

3.8 Public Safety Answering Point (PSAP)

The dispatch center for a public safety network. A public-safety answering point (PSAP), sometimes called "public-safety access point", is a call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services. Trained telephone operators are also usually responsible for dispatching these emergency services.

Section 4 - Central Station/Monitoring Facility Procedures

4.1 When to Use Video Verification

4.1.1 Alarm verification procedures should be followed before alarm notification is made to the responding agency.

4.1.2 Video information should be in addition to enhanced verification procedures. Video information may be ignored when the alarm event can be identified as a false alarm during the enhanced verification process.

4.2 Viewing Alarm Video

4.2.1 If no verification that an emergency does not exist during the enhanced verification process, the video information shall be reviewed by the central station or monitoring facility personnel to validate or disprove if possible an alarm event requires an authority to be dispatched.

4.3 Operator Viewing

4.3.1 The monitoring facility personnel should have the captured video presented in a manner that does not require physically moving stations to view video.

4.3.2 Operators should be able to clearly view video to identify the need to dispatch authorities.

4.3.3 Operators should have the ability to view video of pre and post alarm activity.

4.4 Operator Training

4.4.1 Operators should have a minimum of 2 (two) hours of video training before being authorized to validate video verification alarms.

4.4.2 Training should be performed by the manufacturer or monitoring center manager.

4.5 Operator Communication to PSAP

4.5.1 Operators should be able to reasonably articulate what they believe to be an indication of a crime in progress based on their observations of the video.

Section 5 - Video Quality & Storage

5.1 Video Storage

5.1.1 All video of alarm activations requiring response by authorities must be recorded.

5.1.2 Recorded video of alarm activations that require authorities to respond shall be made available to the monitoring facility and responding agency upon request so long as the request is made within the recommended video storage timeframe.

5.1.3 The recommended storage time for recorded video should be not less than 30 days.

5.2 Video Quality

5.2.1 It is recommended that not less than 5 (five) frames of video be transmitted for verification.

5.2.2 Minimum amount of time of captured video shall be 5 (five) seconds.

Section 6 Installation

6.1 Manufacturer Recommendations

6.1.1 Cameras and alarm initiating devices should be installed to manufacturer installation requirements.

6.2 Configuration

6.2.1 Alarm initiating devices should only cause activation in areas within the intended protected area.

6.2.2 Video motion detection range should only cause activation in areas within the intended protected area.

6.2.3 Changes made by the installing company designed to change the original configuration should be relayed to the monitoring facility.

6.3 Camera Installation

6.3.1 Cameras should be installed in a way to avoid distortion or activation by any light.

6.3.2 Cameras placement should be positioned in a manor to cover the area of the initiating device.

6.3.3 Only cameras suitable for the application and environment should be installed.

6.3.4 Adequate lighting should be available to illuminate the cameras view.

Section 7 User Responsibilities

7.1 Video System Changes

7.1.1 It will be the responsibility of the owner to notify the installing company of any camera alignment changes made if done by anyone other than the installing company.

7.2 Licensed Companies

7.2.1 When installation or repair to a video system is required and not performed by the owner.

7.2.2 The owner will be responsible for contracting only with companies that are properly licensed by and/or registered as required by state and local law or regulation.

7.3 Self Video Monitoring/Response

7.3.1 All video of alarm activations requiring response by authorities must be recorded.

7.3.2 Recorded Video of alarm activations that require authorities to respond shall be made available to the responding agency upon request so long as the request is made within the recommended video storage timeframe.

7.3.3 The recommended storage time for recorded video should be not less than 30 days.