



# **Mobile Security Devices Standard - Monitoring Practices for False Dispatch Prevention**



**ANSI/SIA MSD-01-2000**

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ACKNOWLEDGMENTS

This standard was developed by the SIA MSD Standards Subcommittee. Voting participants of the Subcommittee at the time of publication are listed below:

Chairman of the SIA Standards Committee: ..... Bill Moody, ADT Security

Chairman of the SIA MSD Standards Subcommittee:..... Tony Fague, Independant

Open vote, ballots cast by the following companies: (unanimous approval)

A C Fague ..... Tony Fague

Alexandria Police Department ..... Tom Steele

ATX Technologies / On-Gard..... Nelson Rochester

Chemung County Sheriffs Office ..... Charles Houper

Cross Country Automotive Services ..... Andrew Shelley

Cyber-Cel / Envirotrac Technologies ..... Don Merriman

Phoenix Police Department ..... Patti Rae

Protection One Alarm Monitoring, Inc..... Craig Chretien

Turbary Group / Chapman Security..... Jan S. Beck

University of Pennsylvania..... Tom Seamon

Westec Home Security..... Robert Ohm

This standard has also been reviewed by the International Association of Chiefs of Police (IACP) Private Sector Liaison Committee (PSLC).

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### REVISION HISTORY

The following are changes made to this document, listed by revision.

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#### JUNE 1996 BASELINE

Original Publication

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#### MAY 2000 REVISION

Section 3.2	Define PSAP Correct definition for "Patch-In"
Section 4.2.1	Sub-Paragraph (1)- delete the words "-or- send private responder to investigate" and add a double asterisk after "determine situation" Add a second **Note specifying additional (non-required) steps in Call Flow Life Safety
Section 4.2.2	Substituted "local police" for "PSAP" throughout
Section 4.3.2	Specified types of phonetic alphabets
Section 4.5.3	Added NOTE on individual state's requirements for GIS data source
Section 4.5.6	Changed "correlated" to "correlating"
Section 4.6.3	Changed language from "...shall make an orientation call to the customer..." to "...shall contact the customer..." Changed language from "...the operator shall conduct..." to "...the agency shall conduct..."
Section 4.7.1	Changed "availability" to "available"
Section 4.8.2.2	Changed "...shall be trained, and demonstrate independent proficiency..." to "...shall be trained, demonstrate independent proficiency, and be certified..."
Appendix A	Added chart of phonetic alphabets



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## 1. SCOPE

This standard details the operations and procedures accepted by the security industry as necessary to ensure a minimum of erroneous requests for public safety response.

This standard is intended to provide a basis for self regulation of entities that monitor MSD's and entities that provide products that are used for the monitoring of MSD's; and to establish criteria for the responsible use of MSD technology as it relates to interactions with public safety response agencies.

This standard applies to those security devices, or combination of devices, that are mobile in nature; that may be installed in motor vehicles or other conveyances, or may be carried by pedestrians; that are used for the purpose of personal safety and/or asset protection; and that transmit assistance requests to monitoring centers.

This standard is intended for implementation by all entities that are involved with the monitoring of MSD's. It is meant to serve as a model for elaboration and incorporation into the policy and procedure of individual monitoring centers.

This standard is voluntary and self enforcing.

## 2. REFERENCE DOCUMENTS

### 2.1 Related Areas

This standard is intended to allow compliance with local laws and public safety policy.

This standard is intended to provide compatibility wherever possible with the following standards, and relies on the following standards to provide additional good design criteria in areas beyond the scope of this standard.

- NENA standards  
(National Emergency Number Association)
- APCO standards  
(Association of Public Safety  
Communications Officials International)
- FCC regulations  
(Federal Communications Commission)
- *SAE J2313 On-Board Land Vehicle  
Mayday Reporting Interface*  
(Society of Automotive Engineers)