ASAP Mission

The purpose of this voluntary consensus-based American National Standard (APCO/CSAA ANS 2.101.1-2008) is to provide a standardized data exchange for the automated transmission of alarm information between an alarm monitoring company and a PSAP. There are three primary uses for this Information Exchange Package Document:

• **Initial notification of an alarm event by an alarm monitoring company to a PSAP**

• **Update of status by the PSAP's CAD system to the alarm monitoring company**

  - Alarm Notification Accepted, call-for-service created

  - Alarm Notification Reject due to invalid alarm location address or invalid event type

• **Bi-directional update of other events between an alarm monitoring company and a PSAP**

  - Requests for cancellation by the alarm monitoring company

  - Updates concerning key-holder information by the alarm monitoring company

  - Notice by the PSAP that the primary response agency has been dispatched

  - Notice by the PSAP that the primary response agency has arrived on scene

  - Notice by the PSAP that the event has been closed (with a disposition if applicable)

  - Updates from the PSAP dispatcher or field resource requesting additional information such as an estimated time of arrival for the key-holder

  - Free form Q & A between the PSAP and Central Station operators

Program Partners

Interested in becoming a partner in the ASAP program?
Visit csaaintl.org/asap

8150 Leesburg Pike, Suite 700
Vienna, Virginia 22182

Phone: 703-242-4670 x 18
Fax: 703-242-4675

Email: asap@csaaintl.org

ASAP to PSAP

The ASAP program will help reduce unwarranted alarm signals thus saving the PSAP, law enforcement, fire and emergency services millions of dollars in staff time that can be utilized for other purposes.

Supported by:

City of Richmond

The City of Richmond, Virginia was one of the first PSAP's to go live in the ASAP Program. They were looking for Next Generation technology with a proven track record. They found it in ASAP.

Thomas Nolan, Executive Director of the 9-1-1 Center made the following points during a recent interview:

- Eliminates calls into the 9-1-1 Center
- Virtually eliminates the mistakes and miscommunication between humans talking over the phone
- 9-1-1 processing time is two to three minutes which translates to two or three minute's reduction in response times
- Excellent customer service from shorter response times and a worthwhile product for the citizens of Richmond

With the advent of the ASAP program, critical life safety signals and highly accurate information is processed in seconds, not minutes, through the NLETS system of state- to- state communication, thus insuring that critical time will not be lost, and with the assurance that complete and accurate information is transmitted to the PSAP each and every time.

City of Houston

The City of Houston, Texas is another major PSAP that went live with the ASAP program. As the fourth largest police agency in the United States, Houston averages 3.2 million calls for service a year. 1.3 million of those calls for service are dispatched to police units and one half million to fire and ambulance. 70% of those calls come through the Houston 9-1-1 Center.

The remaining 30% come through the non-emergency line. This is where alarm company calls come in. With just four alarm companies in the program, the call volume has been reduced by up to 12%. It is believed that once more alarm companies are in the program, the reduction can reach 50%

David Cutler, Director of Houston Emergency Communications, made the following additional points during a recent interview:

- Officers like the detailed information provided without having to first have a discussion with a 9-1-1 Operator
- Because of the rigorous data scrubbing that alarm companies must do as part of the program, all information about the alarm user and the alarm company are accurate and in the CAD format.

Stakeholders

Primarily: 9-1-1 PSAPs
CAD software providers
Alarm Monitoring Companies
Alarm Automation Providers

Software meeting this standard will allow Alarm Monitoring Companies and PSAPs to exchange data using automation instead of over a telephone. When PSAPs choose to implement software meeting this standard, response time and human error will decrease.

Proven Benefits to PSAPs

- A significant reduction in 7-digit line telephone call volumes from alarm companies
- A significant reduction in 9-1-1 processing time from minutes to seconds. Overall response times in the primary agency reaching the scene is reduced by the same amount. This results in:
  - An increased likelihood of law enforcement apprehensions due to a faster response
  - Fires more quickly extinguished
  - More lives saved

- Elimination of errors and mis-communications
- Possible reduction in civil suits