



# ASAP to the PSAP

Stephen Williams

Chief of Operations

Washington, D.C., Office of Unified Communications (OUC)



### Agency Challenge

- **Annually, the OUC receives 50,000 call-in alarms from central station monitoring companies. The result of each of these alarms: two-minute processing time, three phone calls, and a reduction of available 9-1-1 phone lines and call-takers.**

## Agency Challenge

- Annually, the OUC receives 50,000 call-in alarms from central station monitoring companies. The result of each of these alarms: two-minute processing time, three phone calls, and a reduction of available 9-1-1 phone lines and call-takers.

## Solution

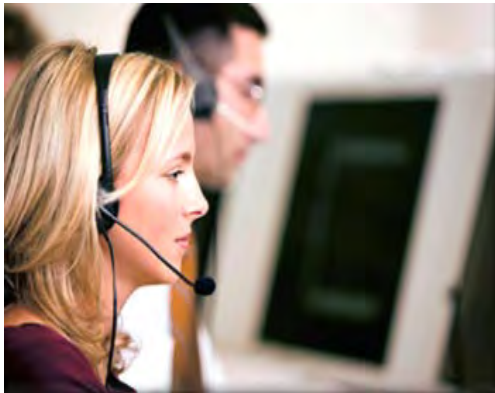
- **Utilize Intergraph's Interoperability Framework to accept alarms electronically into CAD via the Automated Secure Alarm Protocol (ASAP)**

- Provides a platform for **standards-base sharing**
- Enables **regional cooperation**
- Supports **police, fire, and EMS**
- Automates **notifications**
- Allows for **easier upgrades**
- Offers a **strong return on investment**





- Utilizes the **National Information Exchange Model**
- **American National Standard** (APCO/CSAA 2.101.1-2008 ANS Alarm Monitoring Company to PSAP CAD External Alarm Interface Exchange)
- Provides a **standard data exchange** for electronically transmitting information between an alarm monitoring company and a Public Safety Answering Point (PSAP).



**Initial Notification of  
New Alarm Event**



Central Station initiates notification of new alarm event.  
Central Station incident number sent to OUC through  
Intergraph's Interoperability Framework.

# How ASAP works

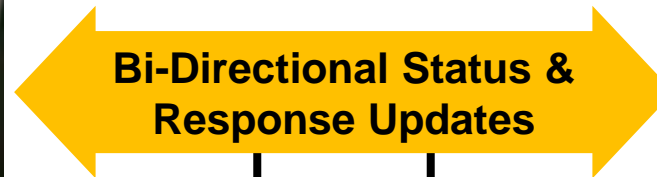


**PSAP's Response & Acknowledgement**



Acknowledgement sent through Intergraph Interoperability Framework from OUC that notification has been accepted or rejected.

OUC incident number returned to alarm company.



## Updates from Alarm Company

- Key-holder information
- Request to cancel dispatch
- Response to OUC questions

## Updates from the OUC

- Resources dispatched
- Resources arrived on scene
- Call closure with disposition
- Request for information



# Why Use ASAP with Intergraph Interoperability Framework?



## Agency Challenge

- Annually, the OUC receives 50,000 call-in alarms from central station monitoring companies. The result of each of these alarms: two-minute processing time, three phone calls, and a reduction of available 9-1-1 phone lines and call-takers.

## Solution

- Utilize Intergraph's Interoperability Framework to accept alarms electronically into CAD via the Automated Secure Alarm Protocol (ASAP).

## Benefits

- **Reduces 9-1-1 call volume, reduces errors, and decreases response times**

# Benefit #1



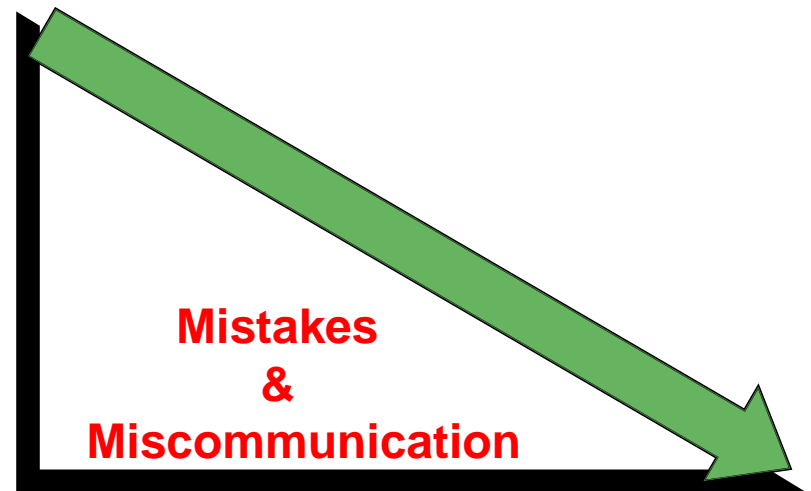
Eliminate the telephone calls between the Alarm Monitoring Company and the 9-1-1 PSAP

**Telephone Call Volume  
From Alarm Companies**



I can't understand you.  
How do you spell that street?  
I can't hear you, call back.

Eliminate miscommunication  
between the Alarm Monitoring  
Company operators and the  
9-1-1 PSAP call-takers

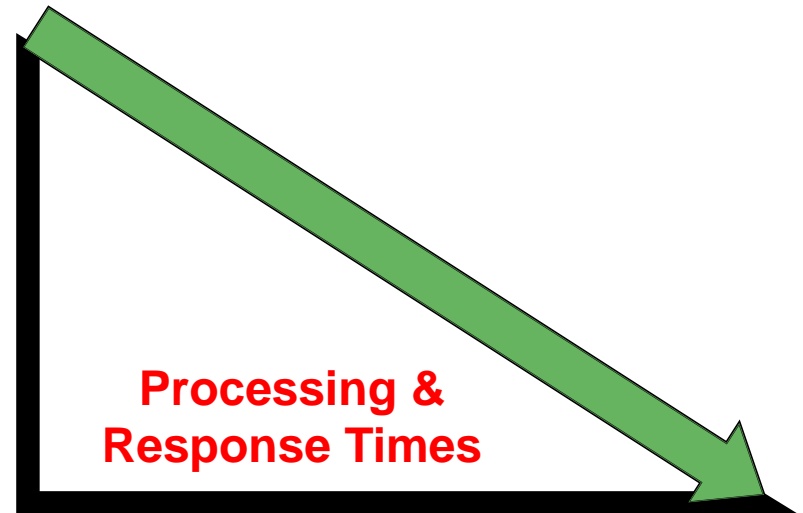


## Benefit # 3



Decrease processing and response times to alarm-related calls-for-service to:

- Increase law enforcement apprehensions
- More quickly extinguish fires
- Save lives



# Why Use ASAP with Intergraph Interoperability Framework



## Agency Challenge

- Annually, the OUC receives 50,000 call-in alarms from central station monitoring companies. The result of each of these alarms: two-minute processing time, three phone calls, and a reduction of available 9-1-1 phone lines and call-takers.

## Solution

- Utilize Intergraph's Interoperability Framework to accept alarms electronically into CAD via the Automated Secure Alarm Protocol (ASAP).

## Benefits

- Reduces 9-1-1 call volume, reduces errors, and decreases response times

## Future Plans

- **New alarm companies are joining the program every day. Our goal is for all alarm companies serving residents and businesses in the District of Columbia to utilize this system, reducing our call volume and response times dramatically.**

## Alarm Companies Currently Participating

---



- Vector Security (Ranked #9)\*
- United Central Control
- National Monitoring Center
- Rapid Response Monitoring
- Monitronics (Ranked #5)\*
- SafeGuard (Ranked #34)\*
- Affiliated
- Alarm Detection Systems (#24)\*
- American Alarm (#39)\*
- RFI
- Protection One (#6)\*

# Central Station Alarm Companies with Signed Contract to Participate in ASAP

---



Acadian

Ackerman

ADS Security(Nashville) (#26)\*

ADT (Ranked #1)\*

Alarm Center, Inc.

Alarm Central Station

ASG (Ranked #11)\*

Centra-Larm

Checkpoint

CMS

COPS

Devcon (Ranked #20)\*

DGA

Diebold (Ranked #8)\*

DMC Security

Guardian Security (Ranked #10)\*

iWatch

MACE

Monitoring America

Peak Alarm (Ranked #68)\*

Stanley (Ranked #3)\*

Tyco (Ranked #2)\*

Vivint (Ranked #4)\*

Washington Alarm (Ranked #80)\*

Wayne Alarm



LIVE  
2-5 JUNE 2014  
LAS VEGAS, NV

THANK YOU!

