



Update

Get involved in reaching out to PSAPs to help get them started with ASAP!
Contact asap@csaintl.org to find out how.

News and Information about ASAP-to-PSAP

Henrico County, Virginia is Live with ASAP

The ASAP-to-PSAP program continues to accelerate. "On November 18 at 10:15 a.m., the PSAP in Henrico Co. VA, a suburb of Richmond, went live with ASAP. The first alarm was received at 10:59 a.m.," reported Bill Hobgood, who oversaw the connection.

ASAP was launched in 2011 as an initiative by the alarm industry to increase the efficiency and reliability of emergency electronic signals from central station alarm companies to Public Service Answering Points (PSAPs). It was developed as an American National Standard in a cooperative effort between the Association of Public Communications Officials (APCO) and the Central Station Alarm Association (CSAA).

With ASAP, critical life safety signals and accurate information is processed in seconds, not minutes, through the NLETs system of state-to-state PSAP communication, insuring that critical time is not lost, and that complete and accurate information is transmitted to the PSAP every time. The ASAP program also helps reduce false alarms, and may save the PSAPs and emergency services potentially millions of dollars.

Henrico County is the most recent PSAP to go live. The program anticipates that before the end of the year, PSAPs in **Cary, NC**, and **Chandler, AZ**, will also join Henrico County in utilizing the ASAP program.

PSAPS Online with ASAP

- Henrico County, VA
- James City County, VA
- Richmond, VA
- York County, VA
- Morgan County, AL
- Tempe, AZ
- Washington, DC
- Houston, TX

"We estimate that ASAP will save P1 over 8,000 phone calls a year to the PSAP in **Houston** and are working feverishly to leverage this solution for CMS, our wholesale division, where we expect similar savings. This platform is without question the most efficient way possible for dispatching first responders, and our operators love how simple and easy it is to use. I sipped the Kool-Aid on this solution a few years back but now find myself constantly thirsting for more. I am neither a sales rep nor a spokesperson for ASAP, but I am happy to answer any questions on the benefits P1 has received from its use."

– **Donald M. Young**
Chief Information and Operating Officer
Protection 1
(www.Protection1.com)

In addition, PSAPS in **Boston** and **Denton Country, TX** are expected to be connected in early 2015. Dozens of other PSAPs, including those in the states of **Delaware** and **Alabama**

and large municipal areas such as **Seattle** and **New York City**, have expressed interest in getting the program in place.

(See ASAP UPDATE, page 15)

ASAP Sparks Excitement at Fall Ops

ASAP was the subject of considerable discussion and excitement at the recent CSAA Fall Operations Management Seminar in Sarasota last month, where all aspects of the program's growth were shared with the attendees.

"While attending the CSAA Fall Ops meetings, we were excited to see how far ASAP has come in the last couple of years," said Mark Baum, Program Manager for Information Technology at Protection 1, the latest alarm monitoring company to come online with ASAP. "Other alarm companies in attendance seemed very engaged, and it was exciting to see how many PSAPs have CAD software that is capable of running ASAP. Because of this, we intend to become an active participant in reaching out to key PSAPs we work with on a daily basis to try to engage them in the program."

APCO Announces ANSI Approval of Revisions to Standard for Alarm Interface Data Exchanges

On August 5, the **Association of Public-Safety Communications Officials (APCO) International** received final approval from ANSI for an American National Standard (ANS) that identifies revisions to the "Automated Secure Alarm Protocol (ASAP)," formerly known as the "External Alarm Interface Exchange." APCO/CSAA ANS 2.101.2-2014 includes technical revisions and re-designation of APCO/CSAA 2.101.1-2008.

"The approval of revisions to the alarm exchange standard reflect on the successes experienced by the 9-1-1 PSAPs and alarm central stations that are participating in the ASAP program. As more CAD and alarm automation providers take

advantage of the ASAP program, the standard continues to be key to development and implementation of the alarm interfaces, and a huge benefit to public safety," said APCO President John Wright.

Glenn Schroeder, co-chair of the CSAA ASAP Technical Committee, added that CSAA's implementation of the message broker "is based on the original standard, allowing for it to remain consistent even as it's being updated and improved upon. Our continued and valuable relationship with APCO allows us to keep the standard current and relevant."

ASAP Resources

VIDEO – Highlights of the ASAP-to-PSAP Program

Explains how ASAP reduces the overall call volume, processing time, and error potential at 9-1-1 Centers, and shows the program at work in several cities around the country.

ASAP BROCHURE

CSAA's ASAP Outreach committee created a brochure to help introduce PSAPs to the ASAP program. The brochure supports outreach efforts to PSAPs and encourages them to contact CSAA to begin the process of determining if they are ASAP-ready. (Available for download at csaaintl.org/asap.)

ASAP TRAINING WEBINAR

Central Stations Reaching Out to PSAPs will help you learn how to efficiently and effectively introduce the ASAP program to PSAPs with which you are currently doing business. This webinar describes how to contact local PSAPs and provides the tools needed for staying on message and providing information to the PSAPs for their next steps. Included in the training is a *Questionnaire* and *Frequently Asked Questions* pamphlet for PSAPs to help them determine their readiness. Also included are links and phone contacts for PSAPs to learn more about the program.



- Affiliated
- American Alarm
- Monitronics
- Protection 1
- Rapid Response
- RFI
- Safeguard Security
- United Central Control
- Vector
- Alarm Detection Systems *
- CMS *
- Diebold *
- Stanley *
- Guardian Alarm (Pittsburgh)*

* In Testing

ASAP IN-PERSON AND DIGITAL PRESENTATIONS

CSAA ASAP members and APCO consultant Bill Hobgood have made a number of presentations about the benefits of and how to implement ASAP, including Hobgood's appearances at the September National Information Exchange Model Virtual Townhall and the Virginia APCO conference in October, and his webinar for the Justice Clearinghouse in November. CSAA makes these and other presentations available to members online.

For more information on accessing these resources or how to participate in the ASAP program, contact CSAA at asap@csaaintl.org or 703-242-4670, or visit csaaintl.org/asap.

