

PRESS RELEASE

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FOR IMMEDIATE RELEASE

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City of Atlanta E-911 Communications Implements Time-Saving ASAP Program

Atlanta, GA – City of Atlanta E-911 Communications announced the implementation of the Automated Secure Alarm Protocol (ASAP), an alarm response program designed to reduce the time needed to initiate a response by police and fire personnel.

“With the implementation of ASAP, alarm companies can electronically enter a call for service, and it will appear in our Computer Aided Dispatch system,” said Desiree Arnold, Director of City of Atlanta E-911. “This is done without a phone call; eliminating the time it takes for our emergency call takers to obtain the information and enter the incident. This automation will free up call takers to answer other calls.

If an alarm company receives an error or is unable for any reason to enter the alarm incident, they can connect with E- 911 via phone to relay the necessary information. The alarm company will continue to follow their internal processes regarding notification to the property owner.

City of Atlanta E-911 is the fourth 911 Center in the state of Georgia to implement this alarm response program and the 100th in the nation. The implementation, which will occur Tuesday, March 1, 2022, through Thursday, March 3, 2022, includes the Atlanta Airport Communications Center, part of the Atlanta Police Department.

Some of the major alarm companies participating include Vector Security, Rapid Response Monitoring, Guardian Protection, Security Central, Securitas, Stanley Security, United Central Control, Tyco (Johnson Controls), Affiliated Monitoring, National Monitoring Center, Brinks, Vivint, Protection One, ADT, ADS Security (Nashville), CPI Security, and Alert 360.

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About City of Atlanta E-911

Atlanta E-911 Communications is a Support Services Division of The Atlanta Police Department. It operates 24 hours a day, seven days a week as a consolidated police and fire dispatch and serves as a critical nerve center for all Emergency and Non-Emergency calls within the City of Atlanta, which spans 133 square miles with a population of approximately 500,000.