ASAP®

automated **Secure** alarm protocol

- *Saves Time*
- *Improves Accuracy*
- *Increases Efficiency*

between PSAPs/ECCs and Monitoring Centers

The ASAP Service is a public-private partnership that improves public safety. Join the nationwide movement and get connected!

The Monitoring Association

What is ASAP?

® The ASAP service (ASAP®), launched in 2011 as a public-private partnership, is designed to increase the accuracy and efficiency of calls for service from alarm companies to PSAPs/ECCs. The ASAP service utilizes ANSI standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and The Monitoring Association (TMA).

Using the ASAP service, critical information about life safety events is delivered digitally directly to the CAD system in seconds through the Nlets nationwide public-safety network. The use of data communications virtually eliminates errors that are inherent in voice communications, insuring that complete and accurate information is transmitted to a PSAP/ECC.

A growing list of Automation platforms have ASAP interfaces. The number of PSAPs/ECCs gaining benefit from the ASAP service is steadily growing as PSAPs/ECCs of all sizes connect. The alarm monitoring industry is committed to ASAP, with local, regional and national monitoring companies connected to the service. Seamless deployment is realized through the use of standardized technology and an experienced ASAP technical team.
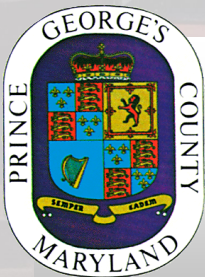
"I am proud that Prince George's County will be the first jurisdiction in Maryland with this critical lifesaving technology. The Automated Secure Alarm Protocol system will also reduce alarm activation related telephone calls into and out of the 911 center by nearly 250,000 to 275,000 per year…"

Prince Georges County, MD Executive Rushern L. Baker III

Our Partners:

Supported by:

Why ASAP?

- Reduces 10-digit phone call volume from alarm companies by providing information directly into the CAD system.
- Reduces processing time from minutes to seconds, leading to faster responses to emergencies and positive outcomes.
- Eliminates errors and miscommunications from voice calls.
- Decreases stress on PSAP/ECC call-taking personnel through reduced call volume.

Alarm Co Processes **Process Data** **Dispatch Units**
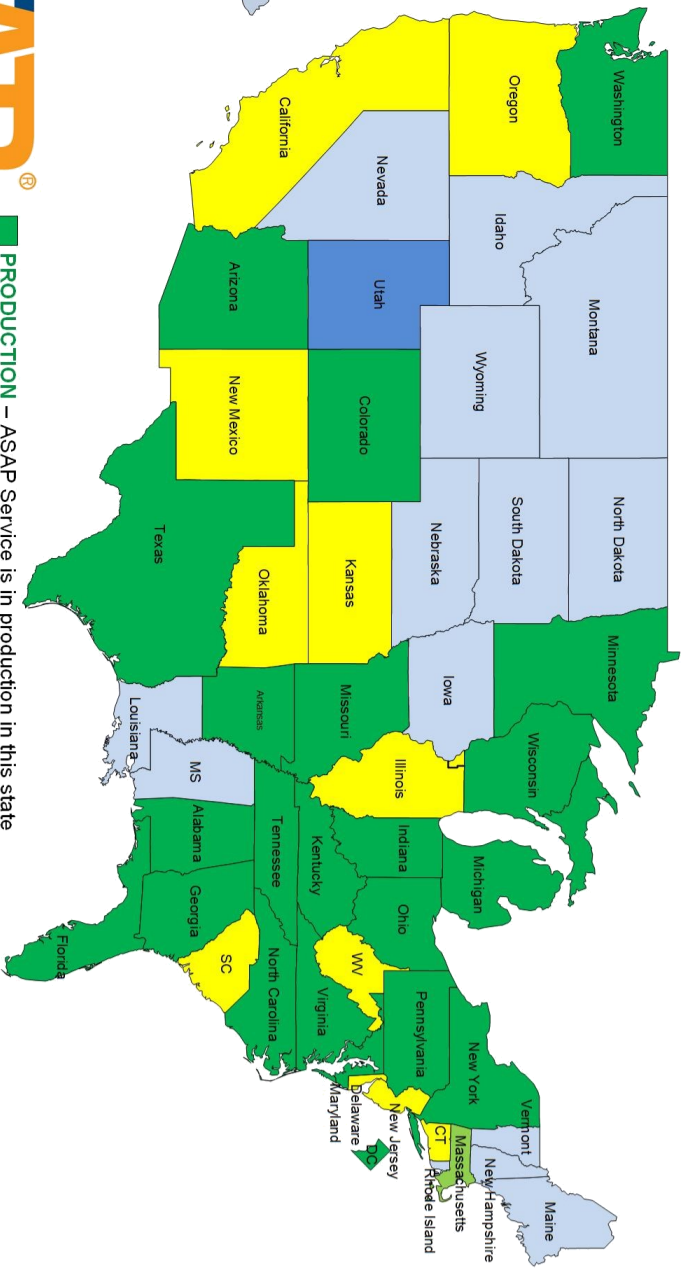
With ASAP

15 seconds

"Every second matters in an emergency, so it's incredibly helpful when a new piece of technology can save on time."

Robert Smith, Manatee County Director of Public Safety

Visit tma.us/asap for an up-to-date list of connected PSAPs/ECCs, alarm companies, and CAD providers, plus all the documents you need to get started.

ASAP-to-PSAP Service – State Readiness

ASAP
automated Secure alarm protocol
®

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PRODUCTION – ASAP Service is in production in this state

READY – State system has been configured to support ASAP / currently, no PSAP ready

IN PROCESS – State system in being configured to support ASAP. May/may not have PSAP ready

CAPABLE – State system identified as being easily configured to support ASAP service

NO INFORMATION – No contact with state officials. Unsure if State system can/will support ASAP Service.

State has decided not to implement

As of June 2022

Alaska

Hawaii

Washington

Oregon

California

Nevada

Idaho

Montana

Wyoming

Utah

Arizona

New Mexico

Colorado

North Dakota

South Dakota

Nebraska

Kansas

Oklahoma

Texas

Minnesota

Iowa

Missouri

Arkansas

Louisiana

MS

Wisconsin

Illinois

Michigan

Indiana

Ohio

Kentucky

Tennessee

Alabama

Georgia

Florida

North Carolina

SC

Virginia

WV

Pennsylvania

New York

Maryland

Delaware

New Jersey

DC

CT

Rhode Island

Massachusetts

Vermont

New Hampshire

Maine

114 ACTIVE ECCS – POPULATION COVERED 42,704,802

Alabama
- Montgomery
- Morgan County
- Talladega County

Arkansas
- Little Rock
- Tucson

Arizona
- Chandler
- Paradise Valley
- Phoenix
- Tucson
- Tempe

Colorado
- Denver
- Jefferson County

Florida
- Boca Raton
- Bradenton
- Charlotte County
- Collier County
- Manatee County
- Pasco County
- Riviera Beach
- Sarasota County
- West Palm Beach
- Volusia County

Georgia
- Alpharetta
- Atlanta
- Augusta/Richmond County
- Dekalb County

Indiana
- Indianapolis/Marion County
- Hendricks County
- Lawrence

Kentucky
- Owensboro-Daviess County

Maryland
- Prince George's County

Minnesota
- Anoka County
- Bloomington
- Dakota County
- Ramsey County
- Rice-Steele Counties

Missouri
- Boone County

North Carolina
- Cary, Apex and Morrisville
- Durham
- Fayetteville/Cumberland County
- Guilford County
- High Point
- Iredell County
- Johnston County
- Kernersville
- New Hanover County
- Raleigh – Wake County
- Union County
- Wilson County

New York
- Broome County
- Cayuga County
- Monroe County
- Oneida County
- Onondaga County
- Ontario County
- Suffolk County

Ohio
- Cincinnati
- Delaware County
- Dublin
- Hamilton County
- Licking County
- Westerville

Pennsylvania
- Bucks County
- Chester County
- Cumberland County
- Dauphin County
- Elk County
- Monroeville

Tennessee
- Bradley County
- Brentwood
- Hamilton County
- Memphis
- Murfreesboro
- Nashville
- Williamson County

Texas
- Beaumont
- Burleson
- Denton County
- Fort Worth
- Galveston County
- Grand Prairie
- Harris County
- Highland Park
- Irving
- Houston
- Missouri City
- Plano
- Rockwall
- Williamson County

Virginia
- Albemarle County
- Arlington County
- Chesapeake
- Chesterfield County
- Colonial County
- Hanover County
- Harrisonburg-Rockingham
- Henrico County
- James City County
- Loudoun County
- Martinsville-Henry County
- Mecklenburg County
- Newport News
- Portsmouth
- Powhatan County
- Prince William County
- Richmond
- Roanoke
- Virginia Beach
- York County

Wisconsin
- Dane County
- Kenosha

Washington
- Kitsap County
- Thurston

Washington DC

Connected Monitoring Centers

A³ Smart Home

ADS Security
VECTOR SECURITY COMPANY

ALARM DETECTION SYSTEMS, INC.

ADT

AFFILIATED MONITORING

ALERT 360

AMHERST ALARM, Inc.

avantguard

BRINKS HOME™

CENTRALARM

CPI

DOYLE®
Security for your life.™

ESC CENTRAL

Guardian PROTECTION

Holmes Security Systems

Johnson Controls

NMC
NATIONAL MONITORING CENTER

Protection 1
SECURITY SOLUTIONS
A BETTER CHOICE FOR YOU®

QUICK RESPONSE
Your trusted partner

rapid response

SECURITY CENTRAL
We C.A.R.E.

STANLEY Security

UCC EXCEPTIONAL

VECTOR SECURITY®

vivint.

WASHINGTON ALARM

Wegmans

How do we connect?

INTERGRAPH® tyler technologies MOTOROLA
CENTRALSQUARE SUPERION NORTHROP GRUMMAN
SOUTHERN SOFTWARE, INC. an employee-owned company VERSATERM APSS ALERT PUBLIC SAFETY SOLUTIONS Keystone Public Safety, Inc.

1. Contact your CAD provider. If your provider supports ASAP, they will assist you with the upgrade to an ASAP compatible revision. If your CAD provider does not currently support ASAP, have them contact TMA for guidance.

2. Contact TMA at asap@tma.us for appropriate forms.

3. Submit the required ASAP documents (Letter of Intent, Readiness Survey, Contact and CAD System Information.)

4. Participate in an ASAP Onboarding Webinar to review ASAP with focus on resources and responsibilities to accomplish the connection.

5. Work with ASAP team and consultant to schedule the testing and implementation of your ASAP connection.

...nd counts in emergencies. With ASAP, we'll be able to reduce call-...imes to provide quicker and more accurate emergency response to ... citizens."

Monroeville, PA Chief of Police Doug Cole

What does it cost?

- TMA funds ASAP's operational costs and does not charge PSAPs/ECCs for use of the service.

- Your CAD provider will quote the cost of ASAP software deployment.

- Initial implementation requires the use of an approved ASAP technical consultant. This cost may be part of the CAD quotation, or may be contracted directly with the consultant.

"We believe ASAP will be a benefit to the public and the public safety organizations by providing quicker entry and response to alarm generated emergencies."

John M. Merklinger, Director, Rochester/Monroe County (NY) 911 Center and 311 Call Center

To get connected contact:

Bryan Ginn

Information Systems Manager

ASAP Service Manager

703.660.4919

bginn@tma.us

For technical questions contact:

Bill Hobgood

Implementation Consultant

Bill.hobgood@tma-asap.org

"From the very beginning, the ASAP concept made good sense to us. Why tie up call takers who simply repeat the messages they hear when all of the information can be received into our CAD format more quickly and with greater accuracy?"

Captain Pete MacRae, Henrico County (VA) Emergency Communications Center

Watch our presentation from APCO 2022 in Anaheim for a live demo and in depth information

SCAN ME!!!