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

“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

“Our new ASAP solution allows alarm integration that increases the communication steep to our communications center. The ASAP solution also frees our communications specialists to handle other incoming emergency phone calls.”

Chief Paul Sandman, Assistant Director, Highland Park TX Department 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.
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
How do we connect?

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.

"Every second counts in emergencies. With ASAP, we’ll be able to reduce call-times 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!!!