



FOR IMMEDIATE RELEASE

Stark County, Ohio, Deploys ASAP Service Across Multiple Emergency Communications Centers to Reduce Alarm-Notification Delays

Home of the Pro Football Hall of Fame, Stark County becomes Ohio's 10th 911 center to deploy ASAP Service across all ECCs

Canton, OH (September 16, 2025) – Stark County 911 today announced that all five of its emergency communications centers (ECCs) are now live with the Automated Secure Alarm Protocol (ASAP) Service. This milestone positions Stark County, home of the Pro Football Hall of Fame, among the growing number of U.S. public-safety agencies, and the tenth in Ohio, to utilize ASAP Service to streamline alarm notifications and improve emergency response.

ASAP Service was developed by TMA to lessen the impact of alarm notifications that typically enter an ECC over nonemergency administrative telephone lines. With ASAP Service in place, alarm notifications are delivered automatically and digitally to the ECC's computer-aided-dispatch (CAD) system, with all information needed by ECC telecommunicators to dispatch the appropriate emergency response. This saves about two minutes on average, a significant amount of time during emergencies when lives are at stake and every second matters.

"We've been eager to bring ASAP Service to Stark County for years. With MCP's support, we now have a modern, automated system that saves valuable minutes during emergencies, reduces workload for telecommunicators, and ensures more accurate information reaches emergency responders," said Julia Patterson, Stark County 911 coordinator.

Stark County's phased rollout began in early August, with the Stark County Sheriff's Office ECC, and concluded on September 3, 2025, with the village of Minerva's ECC. Additional ECCs to go live included those in the cities of Canton and North Canton, and the Regional Emergency Dispatch (RED) Center that serves western Stark County. Mission Critical Partners (MCP) led the implementation effort, working closely with Stark County to achieve countywide deployment for all five ECCs in under 6 months after formal discussions began in February 2025.

As of go-live, the following alarm-monitoring companies are transmitting alarms via ASAP Service to Stark County's ECCs: Affiliated, Alert 360, Brinks, Dynamark, Everon/Protection One, Guardian Protection, National Monitoring Center, Quick Response, Rapid Response, Security Central, Securitas, Tyco/JCI, Vector Security, Vivint, and UCC.

By eliminating manual call handling, ASAP Service reduces alarm-processing time, giving emergency responders a critical head start. Stark County anticipates faster dispatches, improved public-safety outcomes, and reduced call volumes for ECC telecommunicators.

Learn more about how TMA's ASAP Service is saving lives every day nationwide at www.ASAP911.org.

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About The Monitoring Association

www.ASAP911.org | info@ASAP911.org

The Monitoring Association (TMA), formerly the Central Station Alarm Association (CSAA), is an internationally recognized non-profit trade association that represents professional monitoring companies, security systems integrators, and providers of products and services to the industry. Incorporated in 1950, TMA represents its members before Congress and regulatory agencies on the local, state, and federal levels, and other authorities having jurisdiction (AHJs) over the industry. Learn more online at <https://tma.us/about-tma/>.

About TMA's ASAP Service

Launched in 2011 as a public-private partnership, TMA's Automated Secure Alarm Protocol (ASAP) service allows for the direct electronic dispatch of first responder calls for service from alarm companies to PSAPs and ECCs. Increasing the accuracy and efficiency of dispatches, the ASAP service utilizes ANSI standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and The Monitoring Association (TMA).

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