



FOR IMMEDIATE RELEASE

Hennepin County Sheriff's Office Launches ASAP Service to Improve Efficiency and Emergency Response

New system automates alarm notifications, helping telecommunicators save time and get first responders to emergencies faster

Hennepin County, Minn. (October 22, 2025) — The [Hennepin County Sheriff's Office](#) announced today that it has launched [ASAP \(Automated Secure Alarm Protocol\) Service](#), a digital alarm service that automates the exchange of alarm information between alarm-monitoring companies and emergency communications centers (ECCs). The service marks a significant milestone in the county's ongoing efforts to enhance public safety operations and support its emergency communications staff.

By automating alarm data exchange through ASAP Service, Hennepin County expects to reduce repetitive and time-consuming interactions between alarm-monitoring companies and telecommunicators, freeing personnel to focus on higher-priority voice calls and helping offset staffing challenges experienced by ECCs nationwide.

Addressing Call Volume and Staffing Challenges

"Our telecommunicators handle hundreds of thousands of calls every year, and alarm activations alone can involve multiple back-and-forth calls for a single event," said Tony Martin, Hennepin County Sheriff's Office director of emergency communications. "By implementing ASAP Service, we're streamlining that process, improving accuracy, and helping responders get to the scene faster."

ASAP was developed by The Monitoring Association (TMA) to lessen the impact of alarm notifications that typically enter an ECC over nonemergency administrative telephone lines. ASAP Service enables alarm-monitoring companies to send alarm event data directly into the ECC's computer-aided-dispatch (CAD) system — eliminating the need for voice calls, minimizing transcription errors, significantly reducing response times for police, fire/rescue, and emergency medical units, and improving situational awareness by sending photos, video links, and attachments.

From Planning to Launch in Just Four Months

In Hennepin County, ASAP Service implementation was completed in just over four months, demonstrating the county's commitment to adopting innovative technology and reducing the strain on ECC personnel. Each year, Hennepin County receives and processes approximately 650,000 to 700,000 emergency and nonemergency calls, including about 300,000 emergency (911) calls. Within that total, roughly 20,000 alarm-related calls originate from within the county's coverage area.

"Many of our neighboring agencies that launched ASAP Service have seen great results," Martin said. "We're proud to bring this to Hennepin County as part of our broader effort to reduce telecommunicator workload, improve retention, and continue modernizing how we serve the community."

As of go-live, the following alarm-monitoring companies are transmitting alarms via ASAP Service to Hennepin County's ECC: Affiliated, Alert 360, Becklar/Avantguard, Brinks, Dynamark, Everon/Protection One, Per Mar, Quick Response, Rapid Response, Security Central, Securitas, Tyco/JCI, Vector Security, Vivint, and United Central Control.

For more information on the ASAP program, visit www.asap911.org.

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About the [Hennepin County Sheriff's Office](#)

About The Monitoring Association

The Monitoring Association (TMA), formerly the Central Station Alarm Association (CSAA), is an internationally recognized nonprofit 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 enables direct electronic dispatch of emergency calls for service from alarm companies to PSAPs and ECCs. Increasing the accuracy and efficiency of dispatches, ASAP Service utilizes American National Standards Institute (ANSI) standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and TMA.

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