ASAP to PSAP Service Introduction

What is the ASAP Service?

- The ***ASAP to the PSAP Service*** is a system designed to deliver notifications of commercially monitored alarms to PSAP CAD Systems electronically
  - ***Eliminates the Alarm Phone Call!***

- The Monitoring Association (TMA) – This is the industry trade association that represent the monitoring center's interests and positions

- TMA owns, operates and pays for the ASAP to PSAP Service for the benefit of the alarm industry and its subscribers

- For more information: http://tma.us

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Call Volumes

- Alarm Monitoring Centers handle 22,800,000 calls annually[1] that result in dispatches
  - 15,000 to Richmond, VA's 9-1-1 PSAP
  - 150,000 to the Houston Emergency Center

- PSAP Call Volume 250,000,000 annually (2010)

- Roughly 10% of all Calls for Service come from alarms

Alarm based calls for service are significant to PSAPs

[1] Source: Security Industry Alarm Coalition - 2010 Data

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How Does ASAP Work?

- The alarm company's computers communicate with the PSAP's CAD systems
  - This is done via Nlets/CLETS

- The alarm company's system asks the PSAP CAD to create a Call-For-Service. If the criteria is met, the CAD does so.

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ASAP Benefits

Three core benefits:

1. Faster transfer of alarm information to PSAPs
2. More accurate transfer of information
3. Faster response by public safety

- With ASAP, the "call taking" phase is outsourced to central stations for alarm call types

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ASAP Speeds CAD Call Processing

- Calls are routed to correct Dispatch position

- For alarms processed through ASAP

  - These calls are never touched by 911 call takers

  - This allows 911 call takers to focus on handling 911 calls

  - High priority alarm, like "hold ups" are processed at machine speed and delivered to the dispatcher

- ASAP is really a specialized CAD-to-CAD Interface

What Does ASAP Look Like to the Dispatch User?

- It is an integrated interface to the CAD System
  - Therefore it is not a new "App" on the Desktop

- Dispatcher can communicate via keyboard with alarm operator

- Sophisticated rules can be built in the CAD to assign the proper call type to the alarm

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What ASAP is Not

- ASAP doesn't eliminate the need for the alarm monitoring center
  - Alarm companies are still doing 80% of what they already do traditionally
    - Equipment Maintenance and Troubleshooting
    - False Suppression/Enhanced Call Verification etc.
    - Maintaining the human oversight

- ASAP only replaces the phone call to the PSAP

NG911 vs ASAP

- NG911 is about call taking

- ASAP is about dispatching

- NG911 adds new modalities to PSAPs call taking
  - Text Messages
  - Images/Video

- PSAP managers are looking at workload increases for call taking because of NG911
  - ASAP is one capability that reduces call taking workload

Traffic Control

- PSAPs control what alarm companies send them traffic
    - A standardized letter from the PSAP to the ASAP Service notifies to allow traffic to flow
    - The ASAP Services configures the ASAP Message Broker to allow traffic to flow

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PSAP Operational Costs for ASAP

- **There are no direct charges for a PSAP to use the ASAP Service**
  - However there will be indirect charges
    - CAD System ASAP Interface
    - Implementation Consultant Costs
- The alarm companies using ASAP share the cost of supporting the service

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# Participating Monitoring Centers

24 Companies On-line (including)

- Vector Security
- United Central Control
- Rapid Response
- Brinks
- ADT/Protection 1
- Guardian Protection
- Tyco IS/Simplex-Grinnell
- And others...

Big Picture

- 19 of the 20 largest central stations (SDM 100 List) have signed up for ASAP

- 40+ Million Monitored Accounts

- If you have a PSAP that takes alarm calls, ASAP has traffic for you

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ASAP-to-PSAP Service – State Readiness
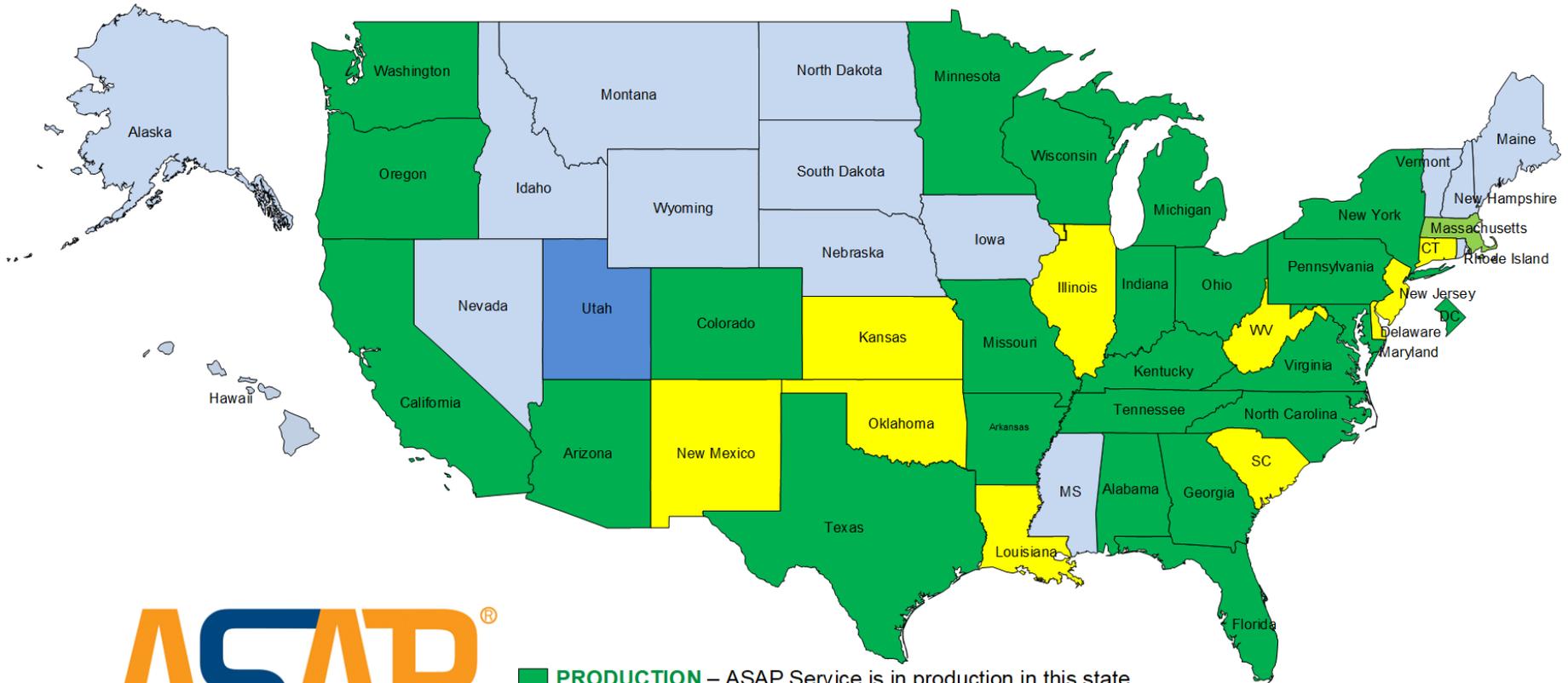
PRODUCTION – ASAP Service is in production in this state

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

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PSAP Participation

- There are now 128 PSAPS in 23 States
- There is a pipeline of over 100 PSAPs in various stages of implementation
  - From budgeting to implementation

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Thank you!

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