

PSAPs Praise ASAP

"Our agency's calls via ASAP-to-PSAP average 3 seconds to route the call for dispatch."

— Clay Kennedy, Systems Administrator, Guilford (NC) Metro 911



"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



"The dollars saved from reduced call volume have been repurposed within the department to expand training, supervisory and administrative positions."

— David Cutler, Director, Houston (TX) Emergency Center



"We have noticed that our average call processing time with ASAP is 3 seconds."

— Aubry Insko, Communications Manager, Grand Prairie (TX) Police



"Every PSAP is looking for ways to improve answer times and decrease the likelihood of errors ... Overall, the [implementation] process has been painless."

— Paul Logan, Operations Manager, Dane County (WI) 9-1-1 Center



ASAP-to-PSAP Partners



Supported by:



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

For more information:
www.tma.us/asap
asap@tma.us

ASAP[®]

automated **Secure**
alarm protocol



ASAP-to-PSAP

- Improves Life Safety Response
- Improves Accuracy
- Increases Efficiency

between PSAPs and Monitoring Centers

"Faster response times, greater likelihood of law enforcement apprehension; everyone wins with ASAP." — Cindy Cevallos, IT Project Manager, Boca Raton, FL

What is ASAP®?

The ASAP-to-PSAP 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. 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.

A growing list of CAD platforms have ASAP interfaces. The number of PSAPs gaining benefit from the ASAP service is steadily growing as PSAPs 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.

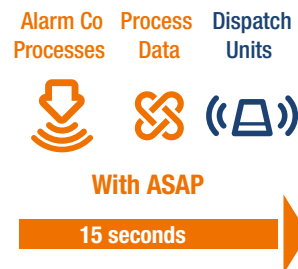
“By connecting directly with our CAD, ASAP will relieve [our] emergency call takers of approximately 3400 alarm calls monthly, leaving them available to answer 9-1-1 calls quicker ... the direct messaging between the dispatcher and alarm company makes for clear, direct and documented communication without the need for a phone call, leaving the dispatcher available to listen to the radio.”

— Sally J. Lawrence, 9-1-1 Coordinator,
Sarasota (FL) Public Safety Communications

How ASAP Benefits PSAPs

- Reduces 10-digit phone call volume from alarm companies
- 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 call-taking personnel through reduced call volume

ASAP Delivery



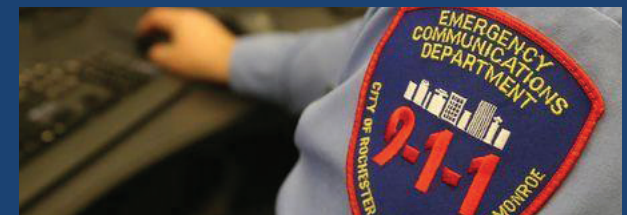
Costs of ASAP

- TMA funds ASAP’s operational costs and does not charge PSAPs 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.

How to Connect to ASAP

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. **Submit the required ASAP documents (Letter of Intent, Readiness Survey, Contact and CAD System Information.)**
3. **Participate in an ASAP Onboarding Webinar to review ASAP with focus on resources and responsibilities to accomplish the connection.**
4. **Work with ASAP team and consultant to schedule the testing and implementation of your ASAP connection.**

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



“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