"ASAP to PSAP" Service

- Central Station Alarm Association (CSAA) is an industry trade association that represents the interests of the central station industry.
- Membership limited to firms with a Nationally Recognized Testing Lab (NRTL) listed central station
  - Underwriters Laboratories (UL)
  - Factory Mutual

Automated Secure Alarm Protocol

ASAP automated Secure alarm protocol

Replace 100 year old technology with modern technology !

Provide a "standardized" data exchange to electronically transmit information between an alarm monitoring company and a
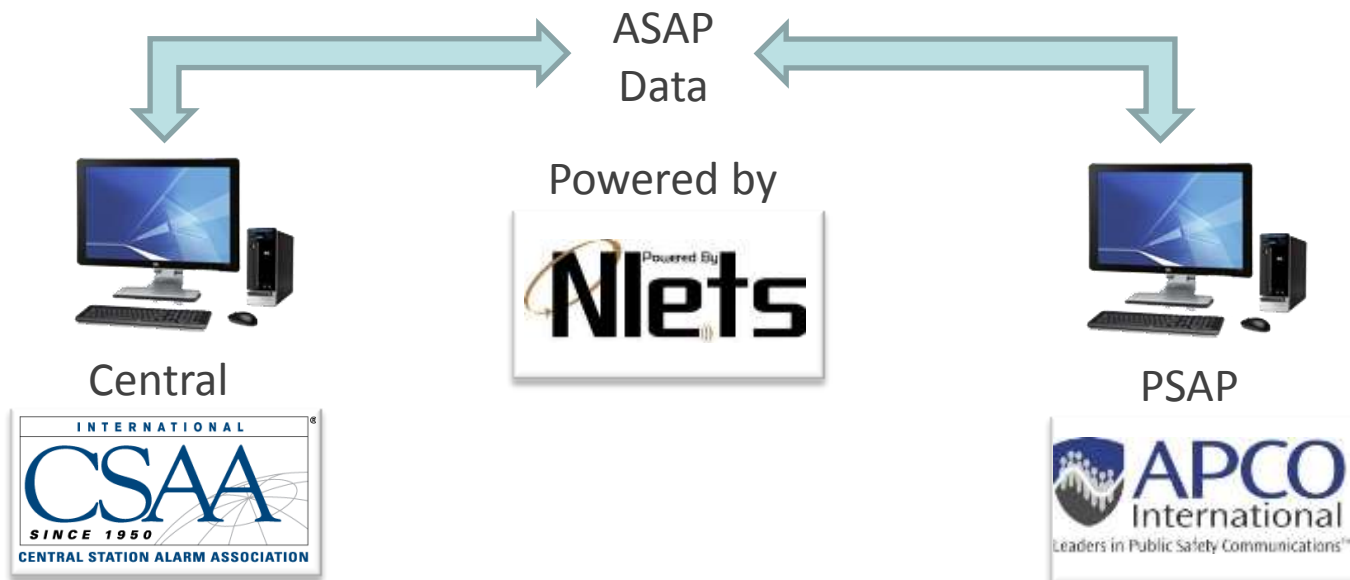Public Safety Answering Point (PSAP).

Keys to success

- CSAA / APCO relationship.
- APCO/ANSI 2008 External Alarm Exchange standard (updated 2014)
- Nationwide platform enabled by Nlets
- CSAA creation of "Message Broker"

APCO/CSAA ANS 2.101.2-2014

Alarm Monitoring Company to Public Safety Answering Point (PSAP) Computer-aided Dispatch (CAD) External Alarm Interface Exchange
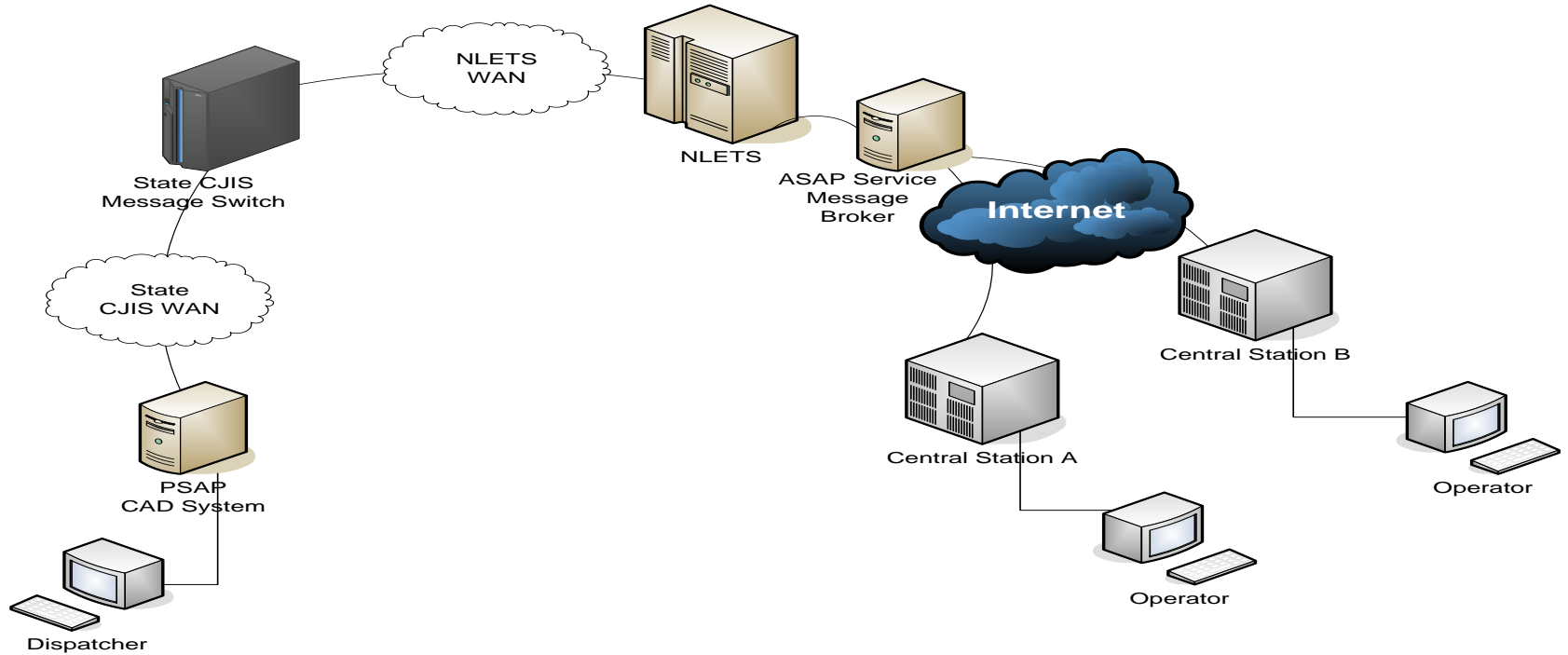
The Primary Enabler ! Nlets !

- Nlets communicates with all 50 states and other territories
- The state CJIS systems cover about 80% of the 6500 PSAPs
  - Primarily Law Enforcement
  - Fire/EMS only PSAP solution is being designed

State CJIS Message Switch

NLETS WAN

NLETS

ASAP Service Message Broker

Internet

State CJIS WAN

PSAP CAD System

Dispatcher

Central Station A

Central Station B

Operator

Operator

- CSAA manages the program and is an Nlets "Strategic Partner" (SPO)
- CSAA developed and maintains infrastructure (Message Broker) to manage communication between the alarm companies and the CJIS networks
- CSAA funds consulting Subject Matter Experts on Nlets, State CJIS systems and local CAD connections

"Scale" of ASAP Structure

Nationwide IT project:

- Connect dozens of disparate platforms
- Connect hundreds of networks in hundreds of locations
- Ultimately connect to 6,500 PSAPs
- Integrate with multiple PSAP CAD software platforms
- Network connection with hundreds of monitoring centers
- Integrate with multiple monitoring center Automation platforms
- Utilize Nlets as transport, stringent security policies
- CSAA developed "Message Broker" for all messages
- Transport through IT infrastructure in all 50 states. 50 IT departments

Accuracy and Efficiency

- Reduce number of calls to non-911 lines
- Eliminate errors common with voice communications:
    - Sound level - volume
    - Regional or ethnic accent, dialect
    - Regional dialect or terminology
- Virtually eliminate incident address errors
- Reduction in time per event

- 10% to 18% of Calls For Service(CFS) to a PSAP are for:
  - Fire alarm
  - Medical EMS
  - Burglar/Hold Up/Panic Alarm
- Efficiency improvements driven by:
  - Accuracy, improve service provide to the public
  - PSAP employee workload reduction

2014 – Houston, the fourth largest PSAP received 147,602 alarm calls for service

- 12% (18,056) of alarm calls were dispatched by ASAP
- 88% (129,546) of alarm calls were received via telephone
  - Non ASAP via non-emergency number. Each event averages 2.5 phone calls start to finish.
  - The HEC's non emergency line is typically staffed with 8 call takers 24/7.

2015 – Houston added additional monitoring centers including Protection One

- ASAP now processing 20% of alarm calls, eliminating 75,000 phone calls
- In CY 2015, 56% increase in ASAP usage, continually decreasiing telephone call volumes
  - Hard savings realized to-date is about $400,000
  - Addition of ADT & other big companies will generate $1 million in savings

- PSAPs are not charged by CSAA for using the service.
  - Funded by CSAA members
  - Revenue neutral, not a for profit business
  - CSAA member benefit. Accuracy and reduced time on phone
- PSAP costs could be:
  - Possible CAD Software upgrade that enables PSAP interface
  - Update connection with state message switch (IT technician)
  - Assistance with address verification (PSAP resource)

Current ASAP Activity

ASAP Active	In Testing	Onboarding	PSAPs Online with ASAP	PSAPs in Testing or Implementation
ADS Nashville	ESC	AT&T	Morgan County, AL	Collier County, FL
ADT		Centra-larm	Chandler, AZ	Boston, MA
Affiliated		Doyle	Tempe, AZ	Prince Georges County, MD
American Alarm		FE Moran	Washington, DC	Delaware County, OH
Central Security Group		Richmond Alarm	Boca Raton, FL	Johnson County, NC
CMS		Security Central/Lake Norman	Cary, NC	Kernersville, NC
Diebold		SEI	Durham County, NC	Grand Prairie, TX
Guardian Protection		TYCO	Guilford County, NC	Loudoun County, VA
Kings III		Watchlight	Denton County, TX	Seattle, WA
Monitronics			Houston, TX	
NMC			Henrico County, VA	
Protection1			James City County, VA	
Rapid Response			Richmond, VA	
RFI			York County, VA	
Safeguard Security				
Stanley				
United Central Control				
Vector				
Vivint				

3/10/16

March 15-16, 2016 · Kansas City, MO