TMA is an international trade association that represents professional monitoring companies

Founded in 1950

Formerly known as the Central Station Alarm Association (CSAA)

Why ASAP ?

10% to 18% of Calls-for-Service to a PSAP are for:

- Fire alarm
- Medical EMS
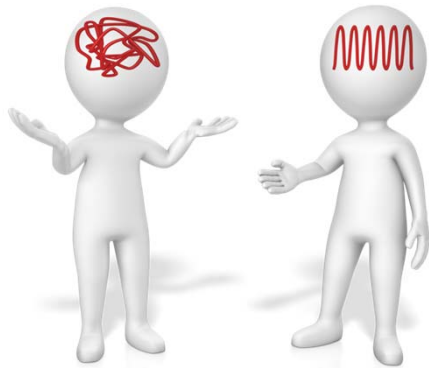- Hold Up Alarm
- Burglar Alarm

Use 10-digit number, not 911

Replace 100-year-old technology with modern technology !

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
- Only transmit alarm typed PSAP handles
- Reduction in time per event

- Several efforts to implement such capability last two decades.

- ASAP grew out of APCO / CSAA relationship.

- Three significant accomplishments are now driving success:

  - Nationwide connectivity enabled by Nlets
  - APCO/ANSI 2008 External Alarm Exchange standard (updated 2014) ✱
  - TMA creation of "National Service" based on "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

ASAP Message Broker

- ## Performs three roles
  - ### Protocol Translator between Automation and CJIS messages
  - ### Security filter
    - Only PSAP authorized communication with identified central stations
  - ### Logging Point
    - All ASAP Messages to/from PSAP are logged here
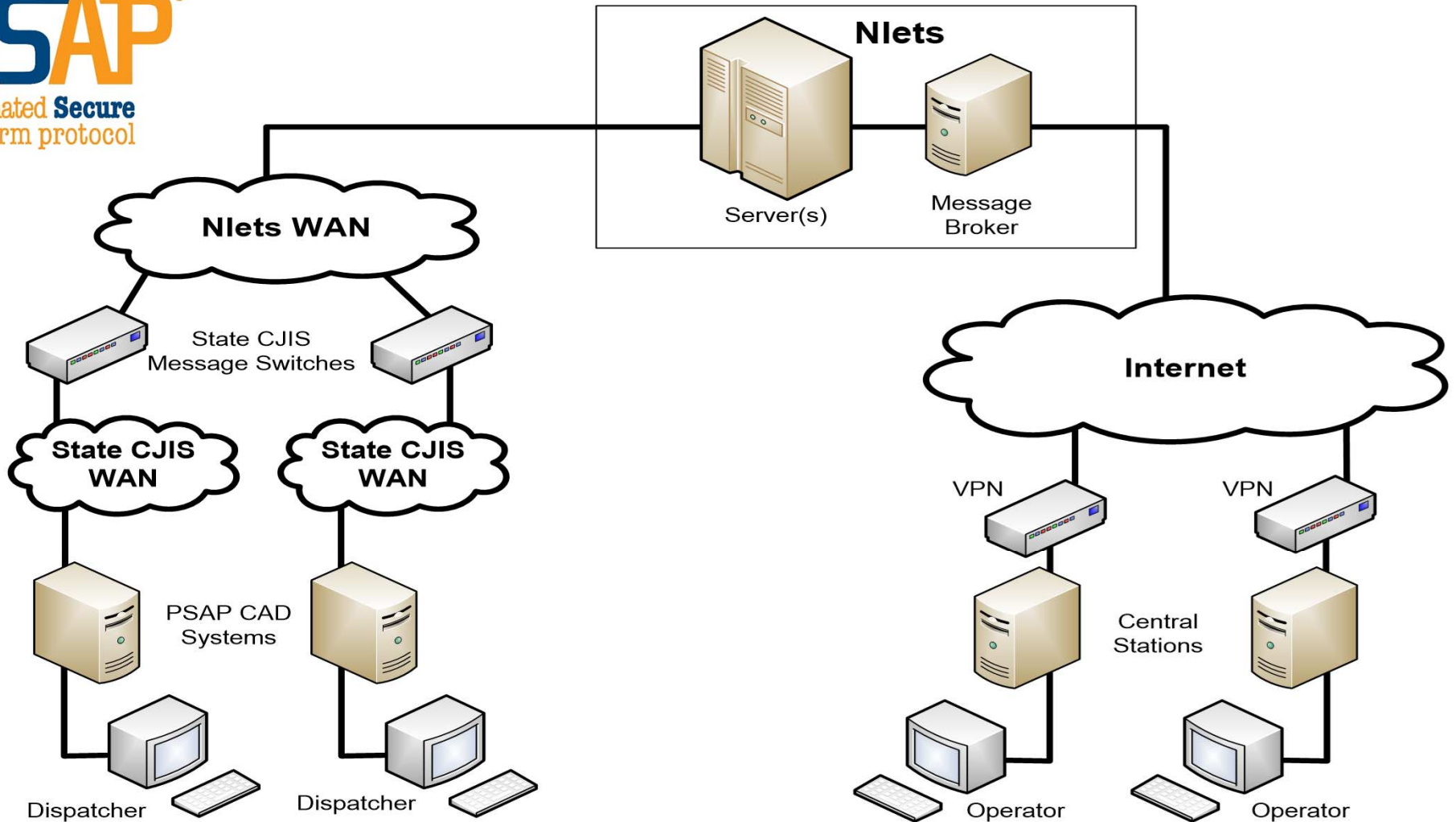
ASAP ANSI Standard

XML
Conforms to NIEM 2.0

Original ANS Name: APCO/CSAA 2.101.1-2008

Alarm Monitoring Company to PSAP CAD External Alarm Interface Exchange

Adopted January 15, 2009

Renewed ANS Name: ANSI/APCO/CSAA 2.101.2-2014 APCO / CSAA

Standard for Alarm Monitoring Company to PSAP CAD Automated Secure Alarm Protocol

Renewed August 5, 2014}

2020 Renewal in progress

State Nlets Switch Status
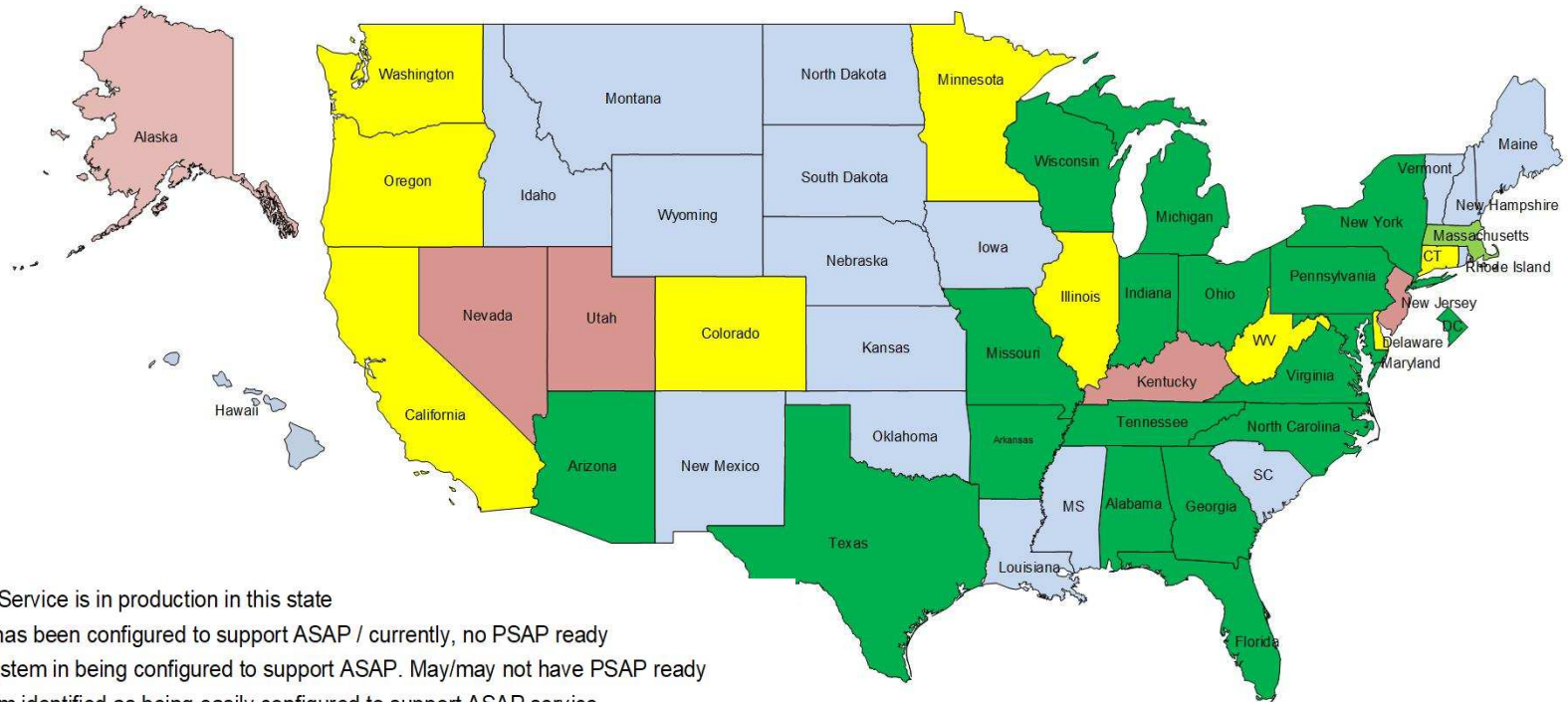
PRODUCTION – ASAP Service is in production in this state

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.

Nationwide IT project designed to:

- Connect dozens of disparate software platforms
- Connect hundreds of networks in hundreds of locations
- Utilize nationwide network as transport, stringent security policies
- Transport through IT infrastructure in all 50 states
- Ultimately can connect to over 6,000 PSAPs
- Network connection with hundreds of monitoring centers
- TMA developed "Message Broker" / message routing
- Coordinating with hundreds, eventually thousands of individual IT organizations

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

Program Funding

- Funded by TMA members
- Revenue neutral, not a for profit program
- TMA member benefit

- Possible CAD Software upgrade to add PSAP interface
- Connection with state message switch (IT technician)
- Assistance with address verification (PSAP resource)
- Consulting services for connection implementation

1. **Automation Interface**

    Review existing interface. Identify and prioritize opportunities for improving communication & functionality. Create a technical roadmap.
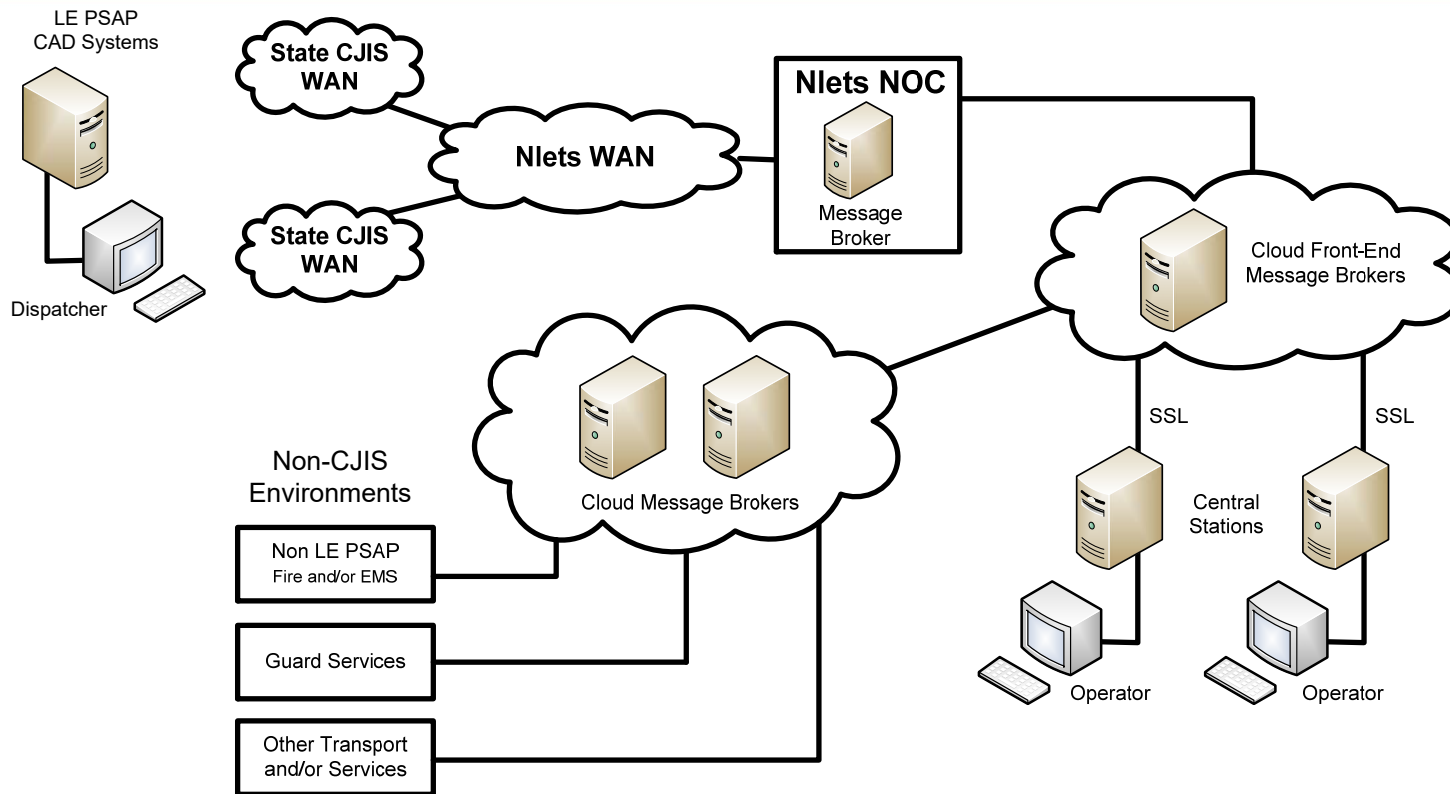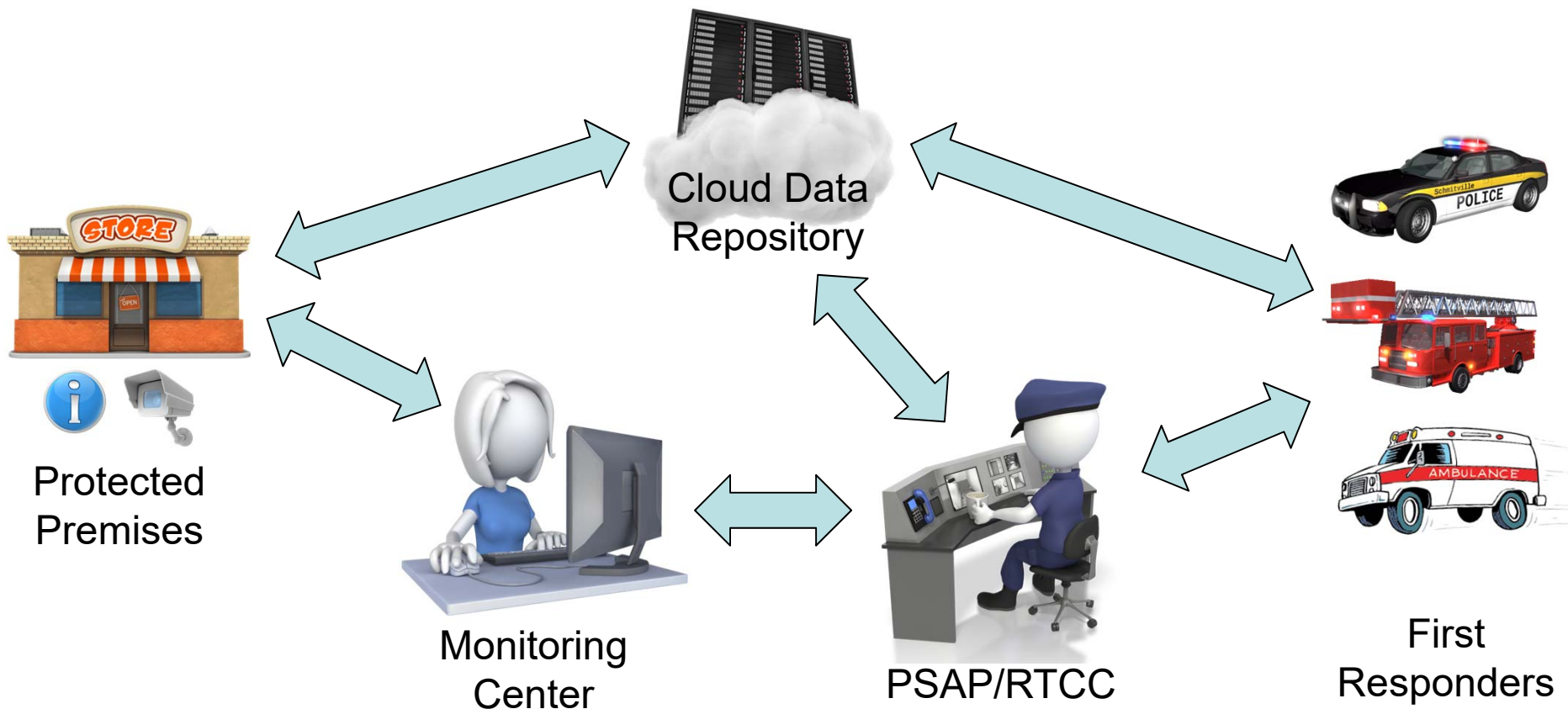
2. **ASAP Infrastructure**

    Review existing infrastructure against user requested enhancements. Identify and prioritize improvement opportunities. Create a technical roadmap.

3. **PSAP Communications**

    Identify opportunities to improve operational efficiencies within the current processes involving interactions between Central Stations and PSAP's

ASAP Tech Refresh

ASAP Future

Cloud Data Repository

Protected Premises

Monitoring Center

PSAP/RTCC

First Responders

Actual PSAP Results

10% to 20% of Calls-for-Service are for Fire, Hold-up, EMS and Burglary

Call for Service - Phone call

- Call time per event averages 90 seconds to 3 minutes
- Can be 2 or 3 phone calls per event
    - Initial Call
    - Key holder arrival status
    - Cancel Call-for-Service

Call for Service - ASAP

- Typical PSAP handle time 15 seconds
- "Chat" capability eliminates follow up phone calls

Houston, Richmond, Collier County, Wash DC, Hamilton County, Tempe, Monroe County, James City County, Little Rock

THANK YOU

Questions ?

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