

Automated Secure Alarm Protocol (ASAP) / {Formerly the External Alarm Interface Exchange}

[Alarm Monitoring Company to Public Safety Answering Point \(PSAP\) Computer-aided Dispatch \(CAD\) External Alarm Interface Exchange](#) - APCO/CSAA 2.101.1-2008

In 2005, APCO International and the Central Station Alarm Association (CSAA) partnered to develop an exchange that will be consistently used by CAD providers and central station alarm companies for PSAPs to increase efficiency and decrease errors. The first beta site for the initial test project was York County, Virginia, Dept. of Fire and Life Safety, Emergency Communications Division. Vector Security participated in the electronic alarm exchange. The first data template was successfully completed October 2004. An Alerts Working Team was formed in 2006 to begin the External Alert 2.0 IEPD Development. This team was formed by the IJIS Public Safety Technical Standards Committee (IPSTSC) to create external alerts and requests-for-service IEPD using the GJXDM standard.

Following a two year development effort which included extensive testing, the Alarm Interface Alarm Exchange went live in July 2006. The City of Richmond (VA) Police Department's Division of Emergency Communications authorized a development partnership with York County. Together, these two agencies conducted a highly successful pilot lasting more than two years. In July 2008, the data requirements for Alarm 3.0 IEPD were finalized and in August the IEPD was completed. Mappings were changed from GJXDM to NIEM 2.0. This effort to upgrade the IEPD was sponsored by the Public Safety Data Interoperability (PSDI) Program, funded by the Bureau of Justice Assistance (BJA) and co-managed by APCO International and IJIS Institute. The document was then submitted by the APCO Data Transfer Committee through the APCO ANS process and approved by ANSI January 15, 2009.

Following the announcement that the exchange had become an American National Standard, the program has won several awards, has been the subject of numerous press releases, and has continued to gain the interest of 9-1-1 PSAPs across the country and the alarm industry. The Virginia PSAPs were joined by the City of Houston in April, 2011 along with two additional alarm companies: Monitronics and United Central Control. Together, the three alarm companies monitor in excess of 1.5 million alarm systems.

Whereas this ANS does not address a specific transport method as multiple transport methods may become available in the future, it is important to mention that in May, 2011, the CSAA became a Nlets Strategic Partner Organization. At the same time, the External Alarm Interface Exchange was rebranded as the Automated Secure Alarm Protocol (ASAP). The performance measures stated in the original IEPD have become a reality for the participating agencies. ASAP effectively and efficiently eliminates the traditional telephone call between alarm monitoring companies and 9-1-1 PSAPs that participate in the ASAP program. Participating PSAPs have realized a significant drop in their 7-digit line call volumes, elimination of mistakes and miscommunications, and a reduction in 9-1-1 processing time by minutes. This reduction in 9-1-1 processing time equates to the same reduction in response times by first responders resulting in an increased likelihood in law enforcement apprehensions, fires more quickly extinguished, and lives saved. Alarm notifications received via the ASAP program become some of the most accurate and concise calls-for-service processed by the CAD system and handled by the PSAP.

Development of a CSAA Message Broker is underway and scheduled for implementation in early 2012. The Message Broker will support the participation of up to 600 additional alarm companies in the ASAP program. More than 300 alarm companies are expected to participate over the next two years. APCO has taken a leading role in outreach efforts, coordination between PSAPs and alarm companies that want to implement ASAP, and providing technical guidance to developers of the ASAP interface for alarm automation providers and CAD providers alike.

The ASAP project is entering a phase 2 where a link to alarm confirmation video will be provided (when available) to the PSAP and field responders.

For the IEPD details, [click here](#).

To download the schema, [click here](#)

Brief Description:

The purpose of this ANS, also known as ASAP 3.3, is to provide a standardized data exchange for the electronically transmitted alarm information between an alarm monitoring company and a 9-1-1 PSAP. There are three primary uses for this Information Exchange Package Document (IEPD):

- Initial notification of an alarm event by an alarm monitoring company to a PSAP
- Update of status by the PSAP's CAD system to the alarm monitoring company
 - Alarm Notification Accepted, call-for-service created
 - Alarm Notification Reject due to invalid alarm location address or invalid event type
- Bi-directional update of other events between an alarm monitoring company and a PSAP
 - Requests for cancellation by the alarm monitoring company
 - Updates concerning key-holder information by the alarm monitoring company
 - Notice by the PSAP that the primary response agency has been dispatched
 - Notice by the PSAP that the primary response agency has arrived on scene
 - Notice by the PSAP that the event has been closed (with a disposition if applicable)
 - Updates from the PSAP dispatcher or field resource requesting additional information such as an estimated time of arrival for the key-holder

To view frequently asked questions (FAQs) about this ANS, [click here](#).

To view a fact sheet about this ANS, [click here](#).

For further information on implementing this standard, please email standards@apcointl.org.