“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

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
Definitive Public-Private Partnership
Nlets and State CJIS Systems

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 Wiring Diagram
• 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
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
Benefits of ASAP Service

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
Improving PSAP Alarm Handling

• 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 decreasing telephone call volumes
  - Hard savings realized to-date is about $400,000
  - Addition of ADT & other big companies will generate $1 million in savings
What does this cost?

- 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

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<th>ASAP Active</th>
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<th>Onboarding</th>
<th>PSAPs Online with ASAP</th>
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