

ASAP to PSAP Service Introduction

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What is the ASAP Service?

- The ***ASAP to the PSAP Service*** is a system designed to deliver notifications of commercially monitored alarms to PSAP CAD Systems electronically
 - ***Eliminates the Alarm Phone Call!***



- The Monitoring Association (TMA) – This is the industry trade association that represent the monitoring center’s interests and positions
 - They were formerly known as the Central Station Alarm Association (CSAA)
- TMA owns, operates and pays for the ASAP to PSAP Service for the benefit of the alarm industry and its subscribers
- For more information: <http://tma.us>

ASAP Technical Operations

- TMA contracted with CommSys to
 - Get ASAP Implemented
 - Engineer the ASAP technical infrastructure
 - Manage CJIS Security policy compliance
 - Help with dealing with CAD vendors
- Ultimately we were tasked with the technical operations of the ASAP to PSAP Service

Why is ASAP Important?

Call Volumes

- Alarm Monitoring Centers handle 22,800,000 calls annually¹ that result in dispatches
 - 15,000 to Richmond, VA's 9-1-1 PSAP
 - 150,000 to the Houston Emergency Center
- PSAP Call Volume 250,000,000 annually (2010)
- Roughly 10% of all Calls for Service come from alarms



Alarm based calls for service are significant to PSAPs

¹ Source: Security Industry Alarm Coalition - 2010 Data

Alarm Call Handling Realities

- If the address is correct, the interaction between Monitoring Center operators and PSAP Call Takers has no value add
 - Information presented tends to be “cut and dry” – no interpretation necessary
 - It is **TRANSCRIPTION!**
- ***If the address is wrong, then it isn't transcription!***

ASAP Benefits

Three core benefits:

1. Faster transfer of alarm information to PSAPs
 2. More accurate transfer of information
 3. Faster response by public safety
- These all lead to improvements for public, PSAPs, and the Alarm Industry

ASAP Speeds CAD Call Processing

- ASAP achieves this by
 - Standardizing the Alarm Event Types (Motion, Pull Station, Smoke)
 - Pre-validation of all alarm panel addresses
 - Requiring the CAD system make the automated determination on accepting or rejecting the call
- Only Failures result in a traditional phone call from central to PSAP
- Calls are created in CAD and routed to correct Dispatch position

Reducing Workload

- With ASAP, the “call taking” phase is outsourced to central stations for alarm call types
 - Gets the human out of the transcription step
 - ASAP is really a specialized CAD-to-CAD Interface
- Structures the interaction between alarm monitoring center and the PSAP
 - All the data exchanged is “machine readable” which means no need to transcribe recordings
- Most importantly, it leverages the PSAP’s investment in your CAD system

What ASAP is Not

- ASAP doesn't eliminate the need for the alarm monitoring center
 - Nor is it a significant cost savings for the central stations – once you factor the cost of ASAP
 - Alarm companies are still doing 80% of what they already do traditionally
 - False Alarm Suppression
 - Enhanced Call Verification etc.
 - Maintaining the human presence
- ASAP only replaces the phone call to the PSAP



NG911 vs ASAP

- NG911 adds new modalities to PSAPs call taking
 - Text Messages
 - Images/Video
- PSAP manager's are looking at workload increases for call taking – NG911 is about call taking
- ASAP is one capability that reduces call taking workload
 - ASAP allows call taking to focus on the public where they are needed

Operational Aspects of the ASAP Service

PSAP Operational Costs for ASAP

- There are no direct charges for a PSAP to use the ASAP Service
 - However there will be indirect charges that the PSAP may have to manage
 - More on this later
- The central stations using ASAP share the cost of supporting the service

Participating Monitoring Centers

23 Companies On-line

- Vector Security
- United Central Control
- Rapid Response
- Brinks
- ADT/Protection 1
- Guardian Protection
- JCI/Tyco IS/Simplex-Grinnell

Big Picture

- 9 of the 10 largest central stations (SDM 100 List) have signed up for ASAP
- 20 Million Monitored Accounts
- If you have a PSAP that takes alarm calls, ASAP has traffic for you

Traffic Control

- PSAPs control what alarm companies send them traffic
 - That tool is the Traffic Authorization Letter (TAL)
 - It is a standardized letter from the PSAP to the ASAP Service to allow traffic to flow
- We configure the ASAP Message Broker to allow traffic to flow

Technology of ASAP

ANSI ASAP Standard

- **APCO/CSAA ANSI 2.101.2--2014**

Alarm Monitoring Company to Public Safety Answering Point (PSAP) Computer Aided Dispatch (CAD) Automated Secure Alarm Protocol (ASAP)

- Defines the information interchanged between an Alarm Automation system and a PSAP CAD
- Doesn't tell you how it gets there – More on this later

ASAP Messages

- There are four different messages that are used
 - Maintenance Messages
 - Address Verification Message
 - Alarm Workflow Messages
 - Alarm Message – Initial alarm info.
 - Update Message – Text Exchange between dispatcher and alarm operator – Think IM
 - CADUpdate Message – Automated CAD status to alarm co.

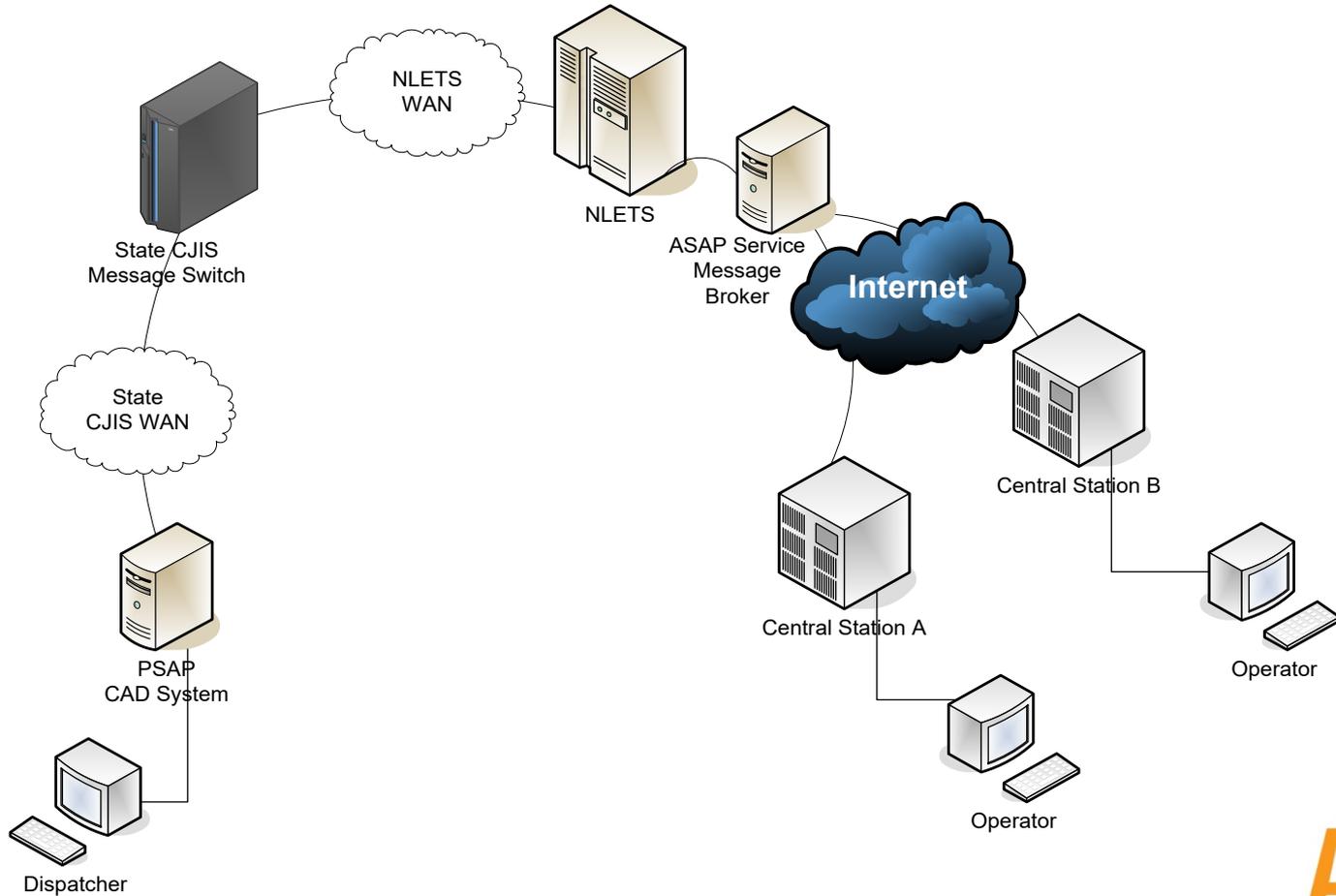
ASAP to PSAP Service

- The ASAP Service is a transport service for ANSI Alarm Exchange messages
 - via Nlets and the State CJIS systems to local CAD Systems (TMA became a Nlets strategic partner)
 - TMA built a system (ASAP Message Broker) to communicate between the CJIS networks and the alarm companies
- Nlets assigned the ALQ/ALR message keys for transporting ASAP Messages

ASAP to PSAP Service

- The ASAP Service is independent of your CAD provider
 - You are only purchasing software to allow your CAD to function with the ASAP Service
 - They are not certified to train your agency to use the service
- TMA administers and operates the ASAP Service

Wiring Diagram



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

PSAP Connection Process

PSAP Connection Process

1. Provide the following to The Monitoring Association:
 - Submit Initiation Letter
 - Provide Technical Information on CAD system
2. Contact CJIS Agency to notify – obtain ORI for ASAP
3. Contract with Implementation Consultant
4. Upgrade CAD to support ASAP
5. Begin process with Implementation Consultant and TMA

Implementation Timeline

- Implementation Process is typically 60 days
 - Once the CAD vendor completes CAD upgrade until the first Alarm delivered
 - Getting the CAD ready is the biggest hurdle
 - Resolving addressing issues with the alarm company is initially time consuming
 - Consultant should assist with this process

Requirements of PSAPs

CAD System

- PSAP's need to have their CAD system modified to support the ASAP Service
 - Either directly or through add-on software
 - Need communications to state message switch
- CAD system PRODUCT must be certified for ASAP by TMA's recognized consultant

CAD Systems with ASAP Interfaces

Certified

- Hexagon - Intergraph
- Central Square
 - ONESolution
 - INFORM
- Versaterm
- Northrup Grumman
 - Altaris
 - COBOL CAD
- Motorola - Premier One
- Alert Public Safety
- Tyler - Aegis

In-Process

- Central Square
 - DispatchNow
 - ZuercherSuite
- Motorola – FLEX (Spillman)

CAD System Certification

- Performed by CSAA Recognized Consultant
 - Verifies that the CAD has implemented ASAP Workflow correctly
 - Must be done once for a particular CAD product
 - Cost should be borne by CAD provider
- Please have your CAD provider contact the TMA for more information

ASAP Implementation Consultant

- The TMA Requires that a PSAP hires a recognized ASAP Implementation Consultant
 - This is a requirement in the ASAP Terms of Service
- The role of the Implementation Consultant is help the PSAP effectively implement ASAP as part of their dispatch operations
- TMA will not connect a PSAP without a recognized IC being contracted

Consultant Responsibility

- Their role is help the agency:
 - Develop Agency Operating Policy for ASAP
 - Develop proper Alarm Event to Call Type mapping
 - Train Supervisory and Dispatch personnel
 - Work to test communication with the ASAP Service
 - Establish testing with the initial central stations
 - Assist with resolving addressing issues

Consultant Costs

- The TMA is not able to fund the costs of these services and instead relies on PSAPs to pay their own way
- The agency hires the consultant directly
 - TMA can provide a recognized consultant list
- Typical costs for the implementation consultant will run from \$4,000 to \$7,000 including travel

How do I get more information on the ASAP Service?

1. Visit tma.us/ASAP for more information on the ASAP Service
2. Fill out the Contact Form at tma.us/asap-contact-us/ for information

Thank you!

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