



ASAP

WHAT IS IT?

Thank You...

APCO

-Bill Hobgood

-Steve Wisely

NLETS

-Harlin McEwen

-Steve Correll

York County – Terry Hall

City of Richmond

Houston Emergency Center CAD
Vendors

– Intergraph

- Northrup Grumman

CSAA – Ed Bonifas

MAS / UTC

DICE

Vector

UCC

Monitronics

ADT

SNA



APCO International

Association Of Public-Safety Communications Officials-International, Inc.

APCO

**WHO ARE
THEY?**



NLETS

WHO ARE
THEY?

CSAA
CHARTER MEMBER PROGRAM



CENTRAL STATION ALARM ASSOCIATION

PLEDGES

- Charter Member Update
- Member Pledges End
- 2nd Year Pledges
- Metering Concept
- Non-member Status

CSAA
MESSAGE BROKER SERVER



CENTRAL STATION ALARM ASSOCIATION

- 
- **Steering Committee**
 - Global
 - CSAA
 - **Technical Committee**
 - **Outreach Committee**

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- **NRTL Approval**
 - **User Contracts**
 - **Training Program**

OUTREACH COMMITTEE

- Focus on Charter Member Company locations
 - PSAPs may drive some markets
- APCO will be facilitator with PSAPs and partner in the Outreach effort
- Outreach Committee will create documentation
 - Uniform approach to introduce to markets
 - Talking Points
 - PowerPoint
- Final approval of all new markets require Outreach Committee recommendation and Steering Committee approval
- Must manage entry on new markets to see positive impact

Participating Member User Contract & Training

Contract

- Must retain NRTL listing
- Must follow APCO/CSAA Standard
- NDA and confidentiality component
- Must follow security, training and dispatch policy
- Indemnification and hold harmless CSAA against losses of claims
- CSAA maintains right to remove participants
- Terms of use for ASAP logo and participation

Training

- Operator and IT Staff

Getting Involved – Charter Member Options

Committees

- Technical Committee – co-chairs Tony Mucci (ADT), Glen Schroeder (SNA)
- Outreach Committee - chairperson Mary Jensby (Monitronics)
- User Contract – Pam Petrow

Education

- CSAA ASAP Wiki (charter member only)
- FAQ on CSAA website for general information on ASAP
- Webinars
- All CSAA Meetings – Annual, Mid-Year and Ops

EXPERIENCE

- Sending Alarm Notifications
 - ASAP alarm notifications are processed in less than 15 seconds to PSAP from CS Operator
 - Unique Event Number created by CS and PSAP systems for each alarm notification
 - Accept, Reject & Update Messages for alarm notifications are exchanged between CS Operator and PSAP within seconds and logged to CS account history

EXPERIENCE

▪ Benefits

- Houston PSAP reported 7% reduction of alarm notification calls to PSAP and 10% overall reduction of all calls
- Eliminates verbal miscommunications between PSAP operators and Central Station Operators
- Eliminates CS Operator hold times when calling PSAP's during peak call periods
- Creates efficiencies all around to allow faster response of PSAP to PD Units responding to customer premises
- Electronic ability to confirm account address with PSAP at time of account creation
- Cleaner account database at the CS

IMPLEMENTATION

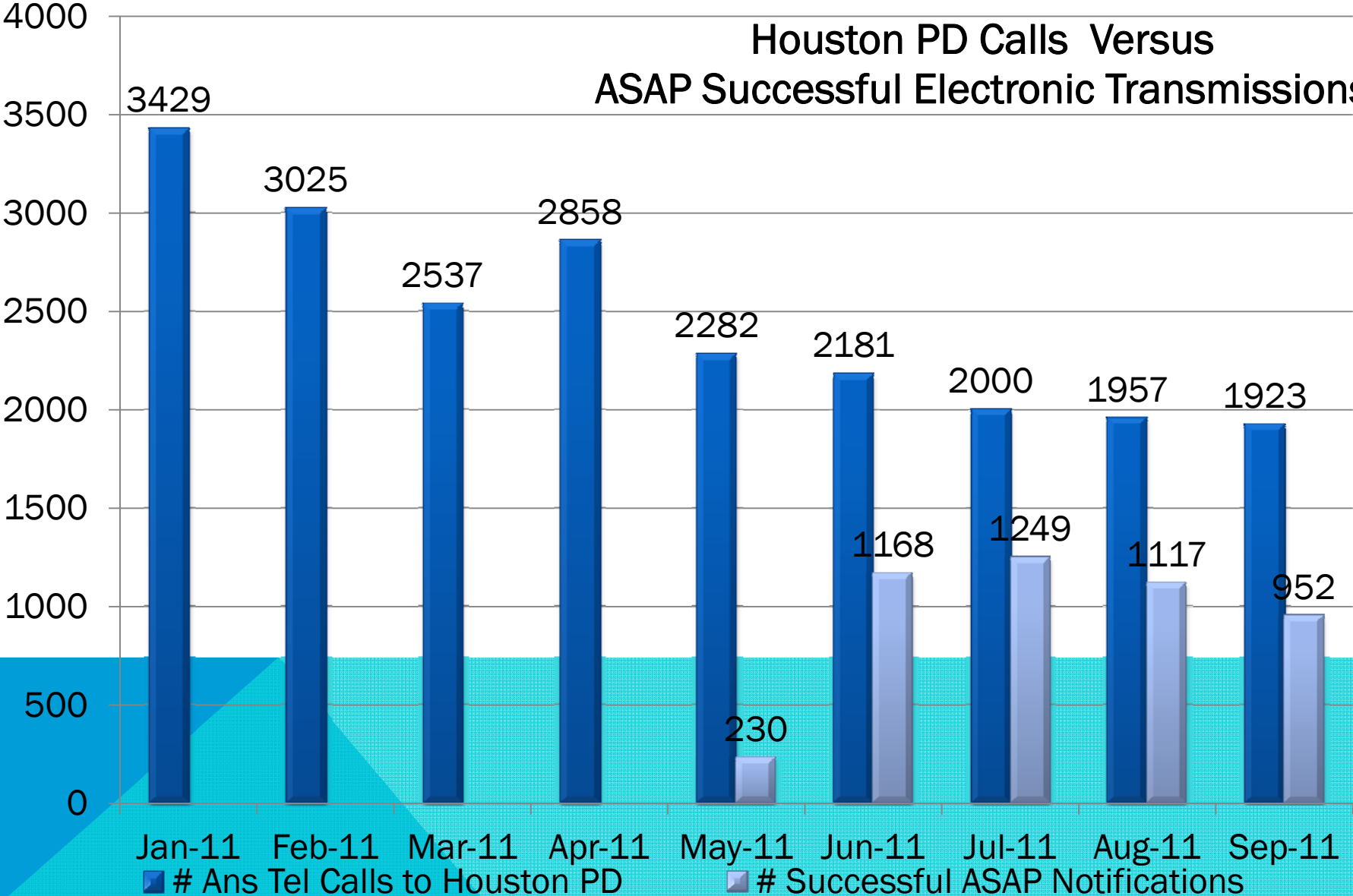
- Identify Technical Point Person
 - Participate in ASAP Technical Committee
 - Review technical requirements with Automation Provider
 - Identify security requirements for ASAP server and network
 - Setup both production and testing environment servers
- Identify Operational Point Person
 - Identify and Understand requirements for PSAP Addressing Standard
 - Begin Clean up of CS account address database to match PSAP
 - Begin promotional campaign with CS operators

ADDRESS VERIFICATIONS

- Currently Exact Address Match Required
Character by character
- Rejection Errors
 - Address Rejection (Error 15)
 - Misspelling of street names
 - Missing suite, bldg, apt information
 - Missing direction North, South, East, West etc...
 - Multiple Address Match (Error 23)
 - More than 1 possible match
 - Out of Jurisdiction (Error 0)
 - Invalid alarm (Error 16)
 - Alarm does not match PD alarm codes
 - Event Not Active - PD Closed Event (Error 24)

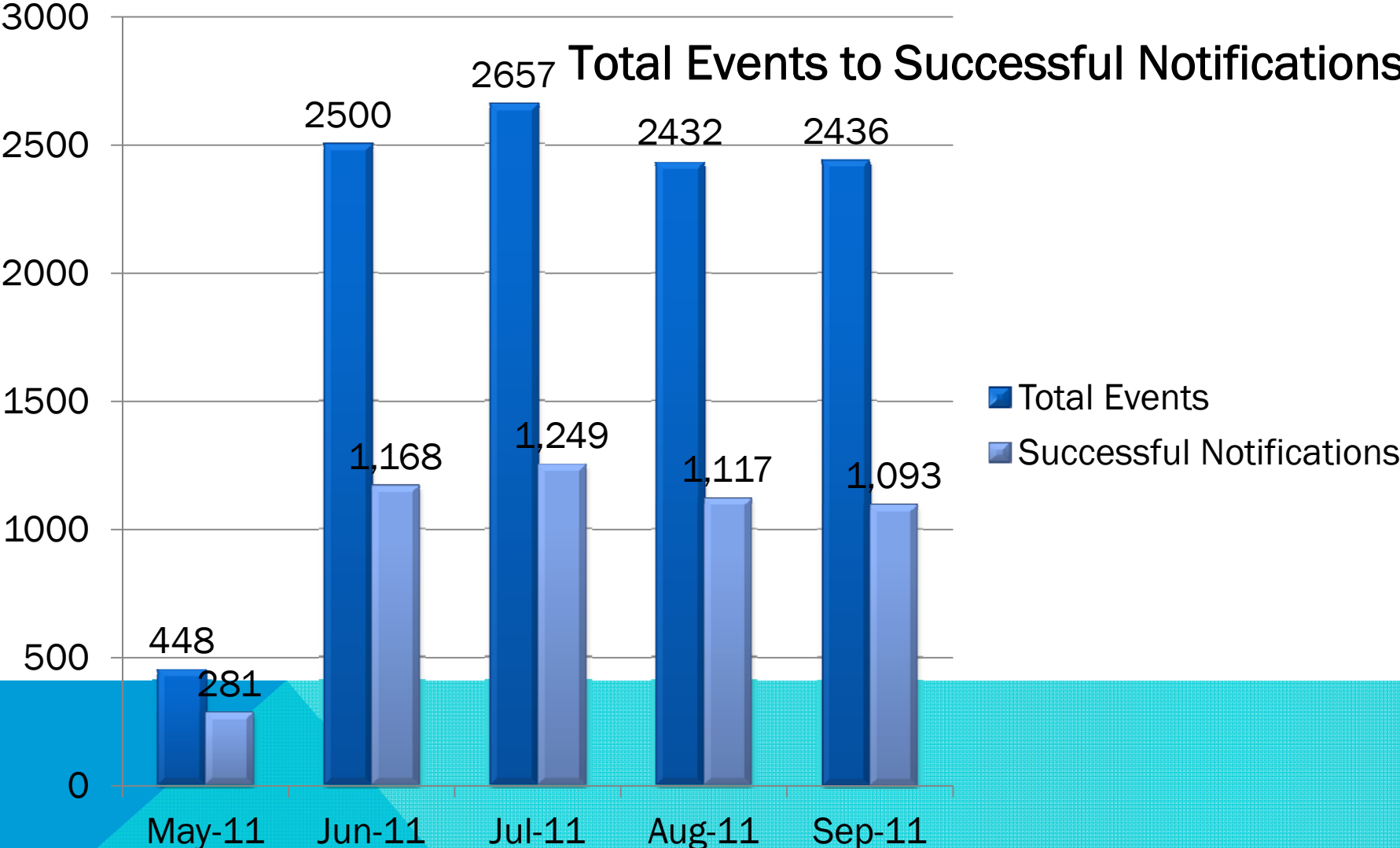
STATISTICS

Houston PD Calls Versus ASAP Successful Electronic Transmissions



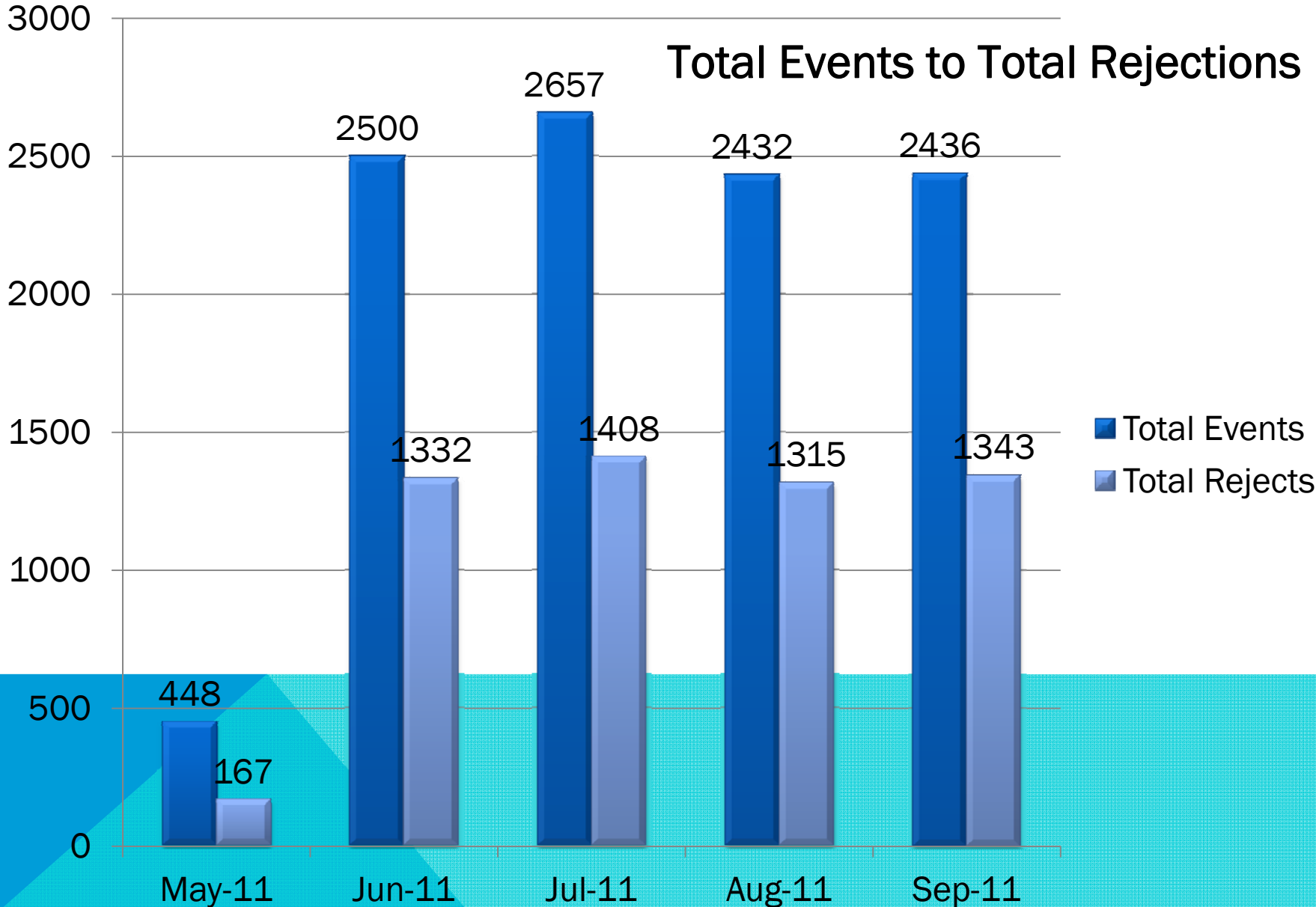
STATISTICS

Total Events to Successful Notifications

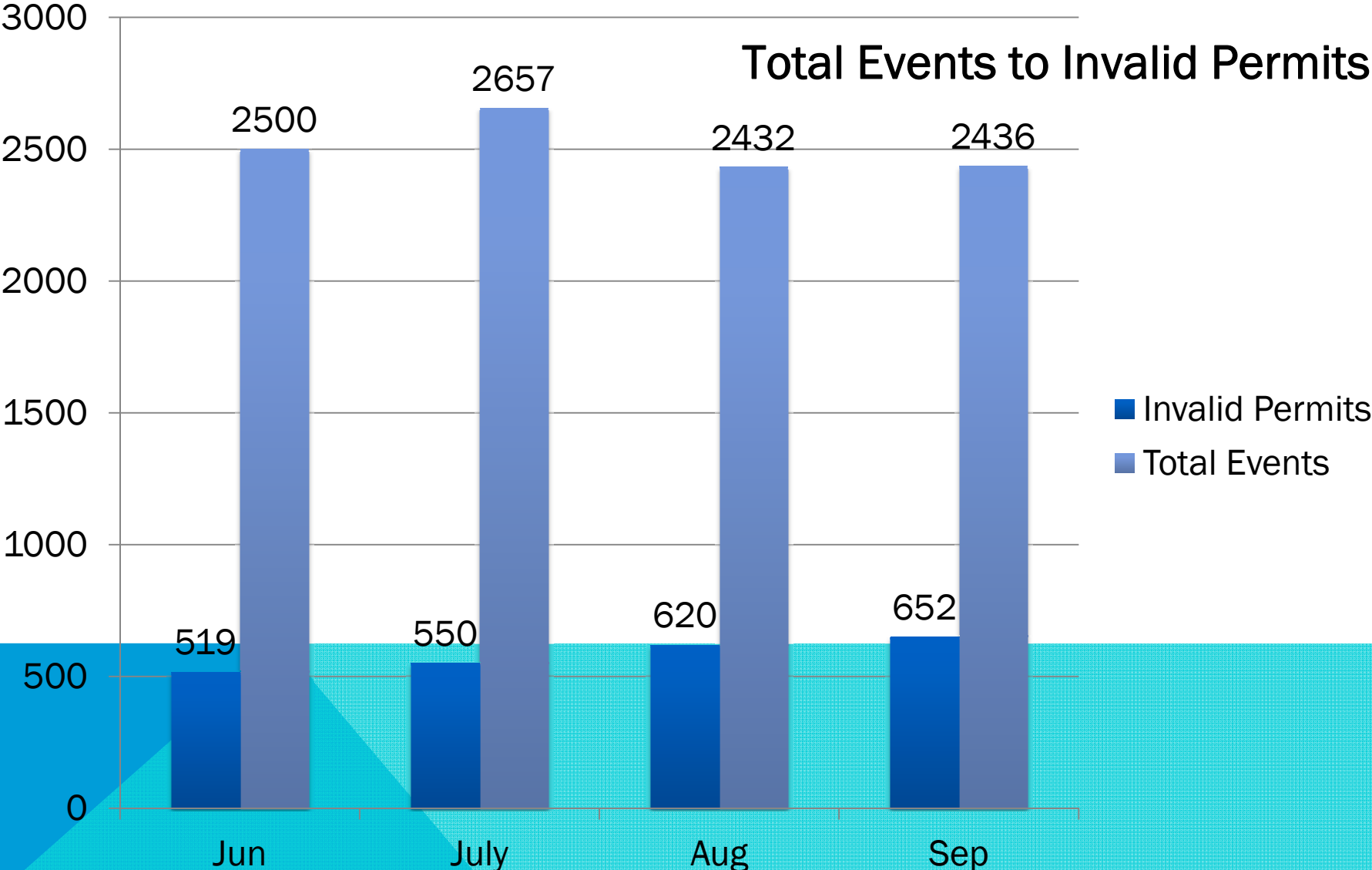


STATISTICS

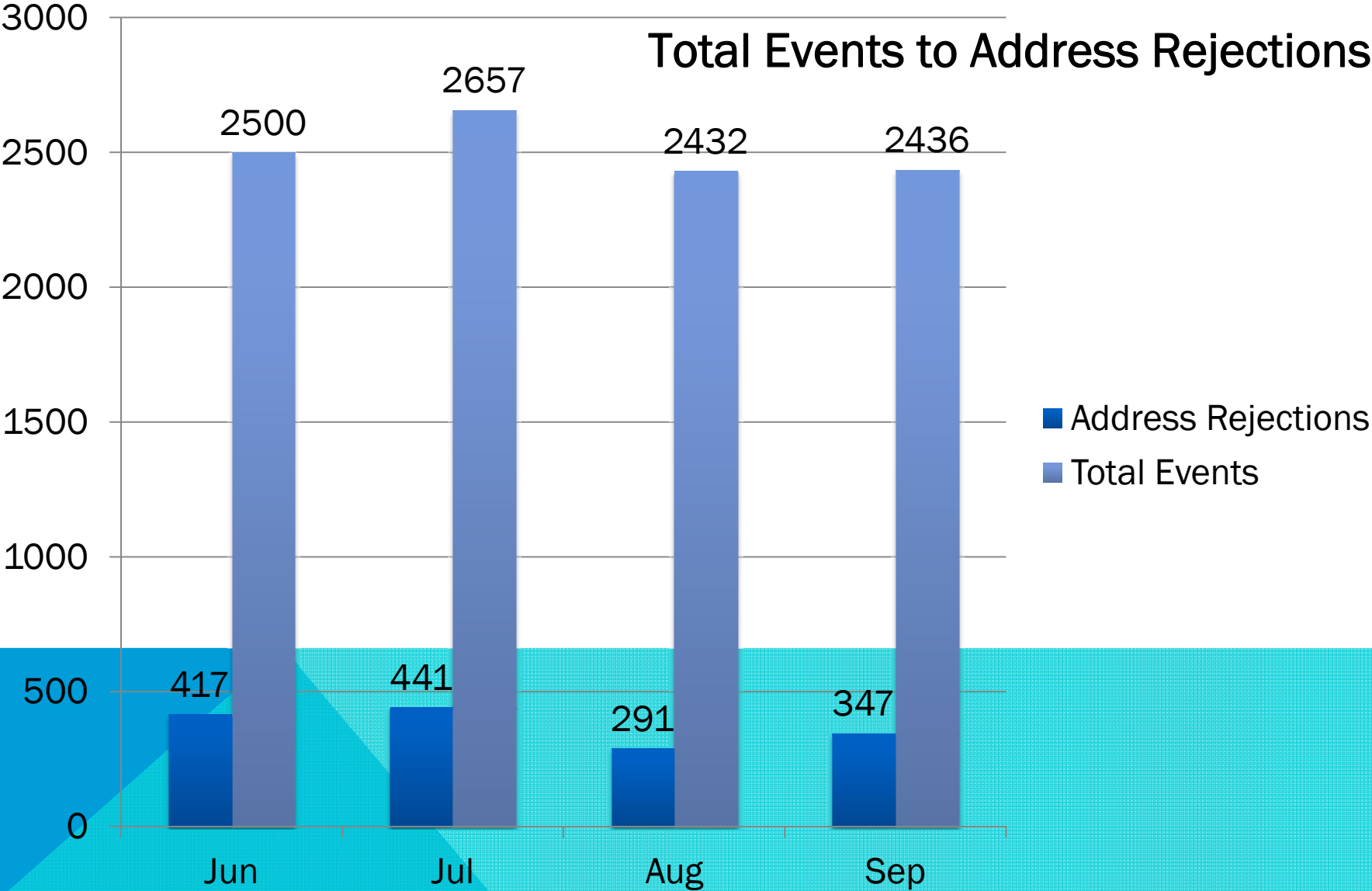
Total Events to Total Rejections



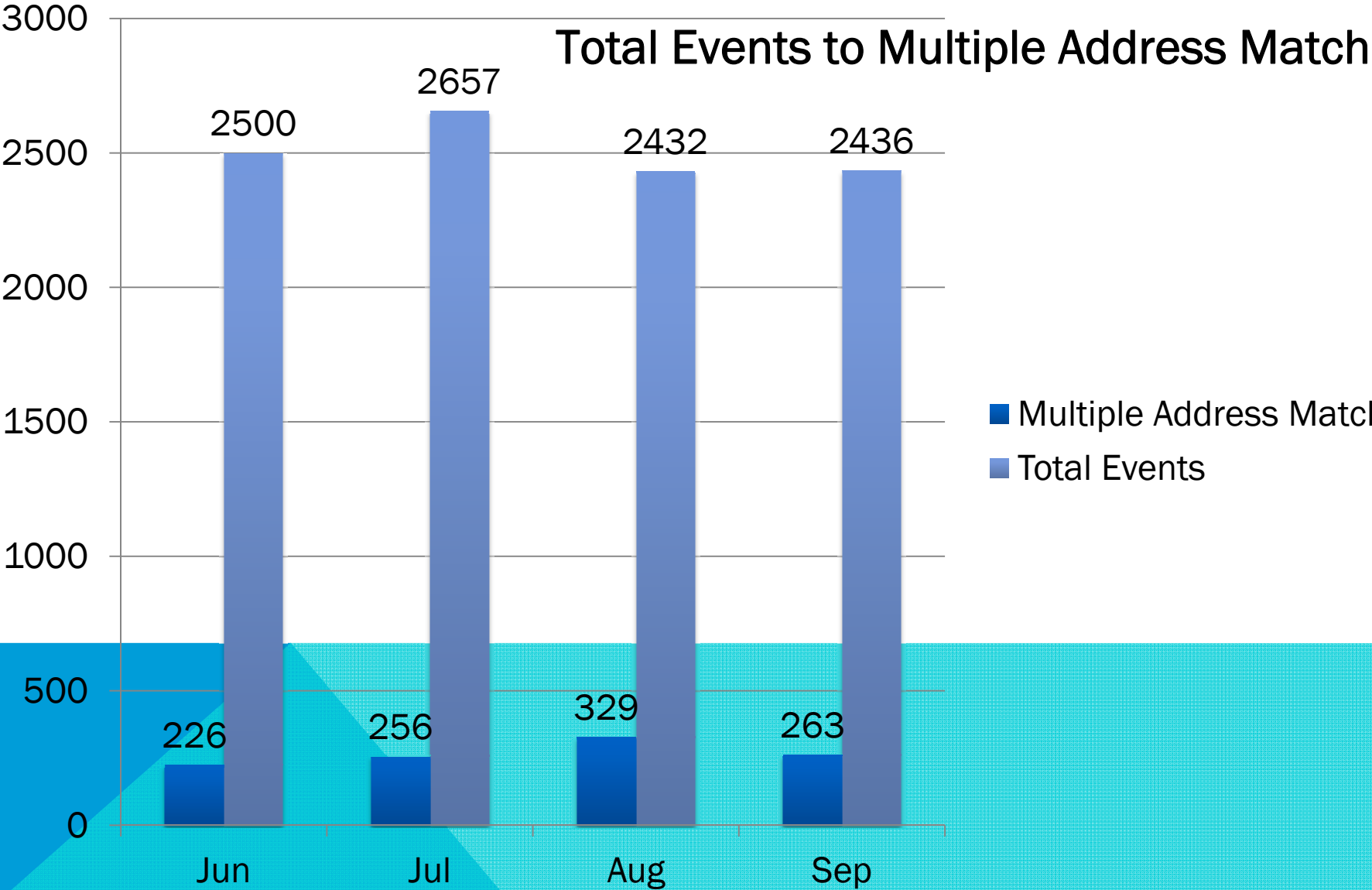
STATISTICS



STATISTICS



STATISTICS



**NETE A
ASAP CO**

**WHY IT'S A
GOOD FIT**



Q&A