County of Powhatan, Virginia
Press Release

FOR IMMEDIATE RELEASE

September 4, 2019

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RE: Powhatan Communications Office Implements ASAP-to-PSAP Service

POWHATAN, VA – On August 13, 2019, Powhatan County / Virginia became the 56th 9-1-1 Center or Public Safety Answering Point (PSAP) in the United States and the 10th in Virginia to implement the ASAP-to-PSAP service (ASAP®). The Automated Secure Alarm Protocol (ASAP) program is currently active in 15 States and the District of Columbia.

ASAP, launched in 2011 as a public-private partnership, is designed to increase the accuracy and efficiency of the delivery of alarm notifications from alarm companies to PSAPs. The ASAP service utilizes American National Standards Institute (ANSI) standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and The Monitoring Association (TMA).

"Implementation of the ASAP-to-PSAP program will help eliminate the potential for clerical errors, reduce telephone call volumes to the 911Center from alarm companies, and most importantly, reduce 911 call-processing times by as much as 2-3 minutes. We all know that every second counts in an emergency and by reducing 911 processing times we help save lives, protect property, provide faster response times to in-progress events, and potentially help apprehend more criminals," stated Thomas Nolan, Director for Powhatan Public Safety 911 Department.

Vector and Rapid Response were the first alarm monitoring companies to go live with Powhatan County. "The County is very appreciative of Vector and Rapid Response for their support and help in bringing this new technology to our citizens. We also know that without the direction/support from Mr. William Hobgood, (the inventor/architect of ASAP to PSAP program) this service wouldn't be in use today," said Director Nolan.

The ASAP to PSAP is next generation technology that every 911 Center should be working towards implementing. The benefits of the program include, but not limited to the following:

- Reduced call volume with the goal of alarm company phone calls to be eliminated
- The alarm company receives and creates an incident that is sent directly to the corresponding 911 Center for dispatch.
- Bi-directional response and updates between the alarm company and the PSAP that include location, responder information, alarm information, updates, and cancellations.
- Most major alarm companies and their affiliates are members of The Monitoring Association (TMA) and participate in the ASAP program.
- Many Computer Aided Dispatch (CAD) vendors already have interfaces with ASAP. Powhatan's CAD vendor is Flex Motorola Solutions.
- ASAP is provided by TMA as a free service to enable the rapid delivery of alarm notifications to 9-1-1 centers.

"This new technology eliminates the need for alarm companies to physically dial into the emergency communications center to relay alarm information," said Tom Nolan, "They'll now electronically send alarm info to the 911 Center, reducing call processing times and communication errors. We'll also improve efficiency in dispatching first responders to the alarm."

Additional alarm companies are expected to begin delivering alarm notifications to Powhatan County by the end of September 2019 and continue over the next several months.

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