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Delaware County 9-1-1 Center First in Ohio with Automated Secure Alarm Protocol

DELAWARE, Ohio — Delaware County's 9-1-1 Center is the first in Ohio to launch "ASAP to PSAP," a technology that automates communication between alarm companies and 9-1-1 centers, resulting in improved accuracy and speed of emergency response.

"Last year, our CAD (Computer-Aided Dispatch) software vendor, Alert Public Safety Solutions, asked if I was interested in working with them on a pilot project to bring 'ASAP to PSAP' into Delaware County," said Patrick Brandt, director of Delaware County's Emergency Communications department.

An Automated Secure Alarm Protocol (ASAP) delivers alarm-notification information from central stations directly to a public safety answering point (PSAP) like a 9-1-1 center via computer rather than by phone, eliminating the need for communication between monitoring-center operators and 9-1-1 operators. In Ohio, Brandt explained, the system integrates computer-aided dispatch by utilizing data connection from the Ohio State Highway Patrol's Law Enforcement Automated Data System (LEADS).

"With the 'ASAP to PSAP' implemented, we expect a reduction in the number of calls we receive each year from alarm companies," Brandt said. "Previously, addresses had to be verified with each alarm company when an alarm went off somewhere. Now addresses will be pre-verified and that will reduce the potential for errors that would delay dispatching help to that address."

Transmitting data electronically speeds up alarm-notification delivery and reduces the number of phone calls and processing time. It also eliminates human error or miscommunication between operators; all pertinent data goes directly to first responders within seconds.

"Alert Public Safety Solutions is proud to be a partner in providing public safety with the tools needed to reduce stress and handle emergencies quickly and efficiently. The ASAP interface helps in delivering on our commitment," said Mark Gruber, president of Alert Public Safety Solutions.

Brandt said that because the County was chosen to participate in this pilot project, it paid a reduced cost of $6,000 to implement the new system. He said he also anticipates having this technology will enable his team to improve its efficiency.

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