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Cumberland County Improves 9-1-1 Response Time With New ASAP Program

Carlisle, PA – Cumberland County Department of Public Safety today announced the implementation of the Automated Secure Alarm Protocol (ASAP), an alarm response program improving 9-1-1 response time, eliminating miscommunications, and reducing unnecessary calls.

"With the installation of ASAP into our system, we can improve 9-1-1 response time for Cumberland County residents or business owners who have alarm systems." said Robert Shively Jr., Public Safety Director. "Currently alarm companies call using our non-emergency numbers to report a burglar, fire or medical alarm requiring our dispatch to receive and manually enter all the information. "With ASAP, we will get the alarm notification electronically which will automatically populate the data into the Computer Aided Dispatch system."

If an alarm company receives an error in sending the alarm electronically, they will contact the county 9-1-1 dispatch via phone to relay the pertinent information for dispatch. The alarm company will continue to contact the home or business owner to inform them of the alarm.

Cumberland County is the 5th county in Pennsylvania to implement this new alarm response program, and one of only 80 in the nation.

Some of the major alarm companies participating include ADS, ADT, AT&T, Alert 360, Affiliated, Brinks, CPI, Guardion, Protection One, Rapid Response, Stanley, Tyco, Vector Security, and others. Residents who are unsure if this new program will work with their alarm system should contact their alarm company provider.

There is no registration required, and no additional costs for residents by their alarm company to use this program.

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