



WHERE: HAMILTON COUNTY, OH

CLIENT: HAMILTON COUNTY EMERGENCY COMMUNICATIONS CENTER (ECC)

# How Hamilton County, Ohio ECC Improved Response Times, Reduced Telecommunicator Stress, and Built Greater Confidence with ASAP Service

When 911 calls surge — during a tornado, a multi-vehicle highway collision, or a widespread alarm event — every second matters. But for many emergency communications centers (ECCs), speed isn't the only challenge. It's also about trusting the information coming in.

For Andrew Knapp, director of communications at the Hamilton County Emergency Communications Center (ECC) in Cincinnati, that challenge was all too familiar.

Today, he describes the impact of that decision in simple terms:

"ASAP Service is just one of those things that absolutely works as designed... It doesn't take sick days. It doesn't take vacation days. It's always on time, it's never late — even during a natural disaster."

## THE CHALLENGE: HIGH VOLUME, LOW CONFIDENCE, AND MOUNTING STRESS

Before implementing ASAP Service, handling alarm notifications was a time-consuming and often frustrating process.

Each alert triggered a series of voice calls between alarm-monitoring centers and telecommunicators. Information had to be relayed, repeated, and manually entered, introducing opportunities for delays, miscommunication, and error.

Compounding the issue, up to 99% of alarm notifications are false alarms. These can be triggered by anything from a wandering animal to burnt food or low batteries, yet each one still requires time and attention to verify.

For telecommunicators, this created a heavy operational burden:

- Multiple calls per incident
- Two to eight minutes spent per alarm
- Thousands — sometimes tens of thousands — of alarms annually



The impact went beyond slower response times. The constant influx of low-priority alarms added significant stress to an already high-pressure role, contributing to burnout and staffing challenges.

At the same time, even when alarms were legitimate, critical details — such as severity — were often unclear, making it harder to determine the appropriate response and ensure responder safety.

#### THE TURNING POINT: A NEED FOR EFFICIENCY AND ACCURACY

Facing rising call volumes, increasing operational strain, and a need for faster, more reliable information, Hamilton County ECC set out to improve how alarm data was handled.

Their goals were clear:

- Reduce nonemergency call volume
- Improve data accuracy
- Streamline dispatch processes

The solution: Automated Secure Alarm Protocol (ASAP) Service.

#### THE SOLUTION: ELIMINATING FRICTION WITH AUTOMATION

ASAP Service replaces traditional phone calls between alarm-monitoring centers and telecommunicators with a faster, standardized digital workflow. Alarm data is transmitted automatically into the ECC's computer-aided dispatch (CAD) system — without the need for manual relay, repeated verification, or transcription.

This streamlined, standardized workflow allows telecommunicators to:

- Quickly assess alarm severity
- Prioritize response more effectively
- Dispatch resources faster

Rather than spending valuable time managing routine alarm calls, telecommunicators can stay focused on higher-priority emergencies where their expertise matters most.

#### ASAP IMPLEMENTATION: SIMPLER THAN EXPECTED

Hamilton County ECC implemented ASAP Service in 2019 — and the transition was smoother than anticipated.

“It wasn't as complicated as we thought it would be,” Knapp says. “It was easily done by our technical staff.”



## → ASAP

#### WHAT IS ASAP SERVICE?

ASAP Service is a solution that automatically and digitally delivers data generated by alarm systems directly into an ECC's computer-aided dispatch (CAD) system, without human involvement. It also helps telecommunicators prioritize the severity of an alarm notification, which speeds dispatch of the most appropriate response. ASAP Service is built on two critical standards: ASAP and the Alarm Verification Scoring standard (AVS-01), both of which are accredited by the American National Standards Institute (ANSI).

THE RESULTS: FASTER RESPONSE, GREATER CONFIDENCE,  
AND MEASURABLE IMPACT



### Immediate Gains in Data Confidence

One of the first changes Knapp noticed was a dramatic increase in telecommunicators' trust in incoming data.

"The county's emergency response professionals see the ASAP stamp, and they know that the information is credible," he says. "They know the information is coming directly from the monitoring center, so there's less room for error."



### Significant Time Savings

By eliminating the need for voice calls, ASAP Service removed a major bottleneck in alarm processing. Based on industry averages, each eliminated call saves between two and eight minutes. For Hamilton County ECC, that translates to:

**40 to 158 hours saved per month (in 2024 alone)**

That time is now redirected to higher-priority emergencies that require human judgment and expertise. "By eliminating the call-taker portion of the incident, it's going directly to our radio operators for immediate dispatch," Knapp explains.



### Proven Performance Under Pressure

ASAP Service has also demonstrated reliability during high-impact events — when ECCs are under the greatest strain. Whether responding to severe weather events such as tornadoes or major highway incidents, the system continues to operate without interruption.

"It has proved to be incredibly reliable... even during incidents that normally have a high impact on our operating environment," Knapp says. "It hasn't disappointed."



### A Meaningful Impact on Telecommunicators

Beyond operational improvements, one of the most significant outcomes has been its effect on personnel. By reducing nonemergency call volume and eliminating repetitive tasks, ASAP Service has helped ease the workload on telecommunicators — professionals already working in high-stress environments.

"Implementing ASAP Service has lessened the severity of our nonemergency call volume on already stressed telecommunicators," Knapp says. "Our telecommunicators are staying on the job much longer than we experienced before."

In an industry where burnout and turnover are persistent challenges, this impact is especially meaningful.



## Implementing ASAP

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**Andrew Knapp**

Director of Communications at  
the Hamilton County Emergency  
Communications Center



### CONCLUSION: IMMEDIATE RESULTS, LASTING VALUE

For Hamilton County ECC, implementing ASAP Service delivered immediate and lasting benefits:

- Faster alarm processing
- More accurate and reliable data
- Increased operational efficiency
- Reduced telecommunicator stress
- Improved staff retention

Knapp's advice to other ECC leaders is straightforward:

"Implement ASAP Service as soon as possible – you'll see immediate results from day one."

For agencies facing staffing shortages, rising call volumes, and increasing demands for faster, more accurate response, Hamilton County's experience demonstrates that modernization doesn't have to be complex – it just has to be effective.

## Ready to join ASAP?

Speak with one of our experts and save precious time. Call (920) 606-9167 [info@asap911.org](mailto:info@asap911.org)

