



WHERE: COLLIER COUNTY, FL

ASAP Service Saves Florida County's Telecommunicators 26 Hours Monthly While Streamlining Emergency Response

CHALLENGE

Collier County — home to Naples and located along the Gulf of Mexico — operates its emergency communications center (ECC) through the Collier County Sheriff's Office (CCSO).

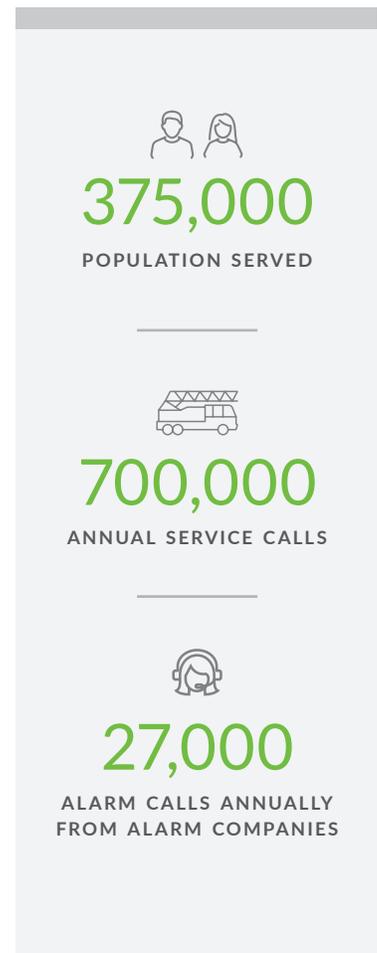
Before Collier County implemented ASAP in 2014, alarm calls came to the ECC via 10-digit, nonemergency administrative lines.

Alarm calls are problematic for several reasons:

- They often require multiple phone conversations between ECC staff and alarm-monitoring centers, potentially adding six to eight minutes to response time. Telecommunicators had to manually enter details into the computer-aided dispatch (CAD) system — a slow, error-prone process.
- As many as 99 percent of alarm notifications did not require a public safety response, diverting resources from higher-priority calls.

Like many ECCs across the United States, Collier County faced chronic staffing shortages. Telecommunicators worked extremely long hours and carried excessive workloads, leading to fatigue and burnout. Budget pressures further complicated efforts to hire and retain personnel.

"We began to look at how we could shorten response times to emergency incidents and also deal with some of the staffing shortages that are predominant around the ECC community," said Bob Finney, director of communications technology for CCSO. "We were getting nearly 27,000 alarm calls a year—answered by the same people handling 911 calls. We needed a way to ease that burden without sacrificing service."



SOLUTION

To address these challenges, Collier County implemented the Automated Secure Alarm Protocol (ASAP) Service, a standards-based solution developed by The Monitoring Center (TMA).

“We looked at the ASAP Service to see if it would benefit us and found it was one of the easiest technology changes we’ve ever made,” Finney said. “Most of the work happens behind the scenes. Our telecommunicators didn’t have to change anything — they just needed 15 to 30 minutes of training. It was really a no-brainer from a technology and change-management perspective.”

ASAP Service automates the exchange of alarm information between alarm-monitoring companies and ECCs, allowing verified alarm details to flow directly into the CAD system. The result: faster response, fewer manual processes, and reduced workload for telecommunicators.

RESULTS

Since adopting ASAP Service, Collier County’s ECC has seen dramatic improvements in efficiency, accuracy, and staff workload.

- **30 percent of alarm** calls now flow automatically in the CAD system — saving **two minutes per call** or about **26 staff hours each month** (the equivalent of two 12-hour shifts). This translates into long-term operational cost savings. Full implementation could save 75–80 hours monthly.
- **Automated data entry** eliminates transcription errors and accurate, pre-verified addresses eliminate misdirected responses.
- **Telecommunicators report less stress and fatigue**, improving performance and morale. They now can focus on higher-priority emergencies that require their unique skills and experience.
- Administrative lines **no longer are clogged with alarm notifications** enabling citizens to report nonemergency situations more easily.
- **ASAP-delivered alarms are prioritized**, resulting in faster and better-informed response decisions.
- **Rich alarm data** — including audio, video, and images — flows directly into the CAD system, giving responders better situational awareness and improving safety and effectiveness in the field.



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Bob Finney

Director of Communications
Technology for CCSO

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