

Virtual Town Hall 9/24/2014

Justin: Thank you. Good afternoon everybody and welcome to the September NIEM Virtual Town Hall. As many of you likely observed, we are having some technical difficulties and we sincerely apologize for that. We have created a new WebEx link for those who would like to see the presentation. If you go to NIEM.gov/sept2014, again that's NIEM.gov/sept2014, you'll find the updated link so that you can join us virtually. Alright, on behalf of the NIEM Program Management Office, welcome to the Virtual Town Hall! My name is Justin Stekervetz, I'm the Managing Director of the NIEM program. As many of you are aware who have participated in the past, we hold these Virtual Town Halls semi-annually to provide an opportunity for our communities to discuss how they use NIEM, and how it's advancing their missions.

In reviewing the agenda, today we are going to have the opportunity to hear from Bill Hobgood from the City of Richmond regarding the Automated Secure Alarm Protocol Program and Mr. Kamran Atri and Chase Garwood that are representing the NIEM Emergency Management Domain. Some of you may be aware that the Automated Secure Alarm Protocol Program is a Best of NIEM winner from 2013. Bill will be talking about the impact that the program has had at the state and local levels with regard to emergency management activities. Our next presenters, Kamran and Chase, have been instrumental in reinvigorating the NIEM Emergency Management Domain. They'll be providing an update about the new developments, and how you can participate. I'm looking forward to everyone's presentation, hopefully as much as you are! And hopefully you are all about to access the WebEx now. After the presentations, we will open up for questions for both Bill, as well as Kamran and Chase. And of course you can submit your questions throughout the presentation, leveraging the chat box, or tweet them to us, leveraging our hashtag, which is #NIEM. And now I'd like to turn this presentation over to Bill, with the ASAP program.

Bill: Good afternoon everyone. Today I'll be discussing the Automated Secure Alarm Protocol, which is also known as the ASAP program. Next slide, please.

We will be doing a live demonstration for you, that shows how ASAP works, discuss who is using the program today, and review outcomes experience by 9-1-1 emergency communications centers that use ASAP. Next slide.

Here is a list of acronyms and their definitions that will be used during this presentation.

The project became an approved ANSI standard on January 15, 2009, following a two-and-a-half year pilot project between vector security, representing the alarm industry, and York Country, Virginia and the City of Richmond, both representing 9-1-1 PSAPs. The project was initially known as the External Alarm Interface. APCO, the CSAA, the IJIS Institute, and the Bureau of Justice Assistance were instrumental in moving the project through the ANS process. Aaron Gorrell, with Waterhole Software, developed the schema and IEPD, and Aaron is with us on this webinar. Recently, on August 5, 2014, the ANS was renewed to include new features and re-designated as the Automated Secure Alarm Protocol, or ASAP. The data model has migrated from a custom template used during the pilot phase, to the global justice model, to NIEM.

These are some interesting numbers, but let's focus on the nearly 23 million central station dispatches. These are alarm notifications to 9-1-1 PSAPs initiated annually by the alarm industry, and represent almost 23 million telephone calls that could be eliminated through the use of the ASAP Program.

The purpose of ASAP is to provide an automated data exchange between alarm monitoring companies and 9-1-1 PSAPs. Very effectively, the ASAP data exchange replaces the traditional telephone calls between the alarm operator and the 9-1-1 call taker.

Let's look at how ASAP works using an alarm central station and a 9-1-1 PSAP that both participate in the ASAP program. Once the central station is ready to hand off the alarm notification to the 9-1-1 PSAP, the alarm operator will use automation instead of a telephone call to initiate the alarm notification message, containing all the data that is necessary for the PSAP's Computer Aided Dispatch system, or CAD, to generate a call to service. The call to service facilitates the dispatch of public safety resources. The ASAP message is delivered within seconds to the CAD system, and includes all available data about the alarm location, and everything on file in the alarm company's database. Far more information is delivered and processed than would normally be collected via telephone between an alarm operator and a 9-1-1 call taker, and much, much faster.

The CAD system will examine the address to ensure that the location is valid, within the agency's jurisdiction. The event type is also examined. If the address or the event type is not valid, the CAD system will return a rejection message to the alarm company, that includes the reason. If the address and the event type are valid, the CAD system will create a call for service and send a message back to the alarm company, advising that the alarm notification has been accepted. The accept message includes the PSAP's incident number, and provides an indication that a call to service has been placed into the pending queue for dispatch for public safety resources. Up to this point, the process has been transparent to 9-1-1 staff. Now that a call for service has been created, the CAD system will instantly display the alarm in the appropriate pending call queues for dispatch by telecommunicators to public safety field responders.

The CAD system will automatically generate CAD update messages to the alarm company during the event progression, including when public safety resources are dispatched, when the first resource has arrived on the scene, and when the last resource clears from the scene, coupled with the position information. The public safety telecommunicator, and even police officers from a mobile data computer, can initiate updates and questions to the alarm operator via the messaging feature without the use of a telephone. The alarm operator can easily respond to the questions, and even provide unsolicited updates to the 9-1-1 PSAP, such as the request to cancel the response or perhaps verification that a real crime is in progress at the alarm location.

ASAP has three main goals. The first goal is to eliminate telephone call between the alarm monitoring central stations and 9-1-1 PSAPs. The performance measure is a reduction in telephone call volume from alarm monitoring companies.

The next goal is to eliminate miscommunications and mistakes that sometimes occur during verbal conversation between two humans, especially when a mix of accents come into play. Sometimes these mistakes result in tragic consequences, when responders are dispatched to the wrong address. By eliminating the telephone call, the verbal communication is also eliminated.

The third and final goal is to decrease 9-1-1 processing time, which can result in a reduction in response times from public safety responders. A faster response time of one-and-a-half to three minutes or more in some cases will likely increase the number of law enforcement apprehensions made for crime events. A fire truck pulling up to the scene of an actual fire one-and-a-half to three minutes sooner may likely facilitate a faster extinguishment of the fire with minimum damage. And for the patient having a medical emergency, who activated the medical alarm, a faster response may mean the difference between life and death for that patient.

This slide is an excellent comparison demonstrating a traditional delivery of alarm notification by an alarm company using a telephone call, and then the speedy delivery of the alarm notification using the ASAP program. Recent benchmarks have proven that the round trip process, from the time that the alarm operator transmits the alarm notification until public safety responders can be dispatched, is often achieved in five seconds.

The City of Richmond has received over 23,000 alarm notifications from alarm central stations using the ASAP program. I want to focus on the bullet that mentions works efficiently regardless of how inundated 9-1-1 call takers may be. On August 23, 2011, the eastern seaboard of the United States shook from a 5.8 magnitude earthquake, roughly 40 miles northwest of Richmond. That day, thousands of citizens tried to reach 9-1-1 to report the quake. Richmond had six call takers on duty at the time to answer 16 incoming 9-1-1 trunks. When reporting alarms by telephone, alarm companies must call in on a seven-digit number. Immediately following the earthquake, calls to the non-emergency seven-digit number went unanswered, as priority is given to answering 9-1-1 calls.

But for the alarm companies that used ASAP, it was business as usual with the ASAP-generated alarm notifications appearing in the dispatch queues immediately, without delay. Four days later, Hurricane Irene was wreaking havoc on the Mid-Atlantic. Although more 9-1-1 staff were on duty for this planned event, with a staff of 12 9-1-1 answering positions at Richmond, the 9-1-1 call takers were overwhelmed at times, and the non-emergency seven-digit numbers sometimes went unanswered again. But again, for the alarm companies that use ASAP, it was business as usual, and transmitting their alarms to Richmond's PSAP. The ASAP program has set the stage for alarm notifications received via ASAP to be the most accurate and concise calls that can be taken by a PSAP.

And now we're going to switch over to a live demo. Just waiting to become the presenter.

Justin: Hey Bill, this is Justin. It should be transferring to you.

Bill: Okay. Okay, here we go. Whoops, sorry folks—Okay, there we go—can you see my screen?

Justin: Yes, Bill, we can see your screen.

Bill: Great, great. Anita, are you on with us?

Anita: I'm on here.

Bill: Okay. Anita Ostrowski is at Vector Security. And what we're going to do—and I am currently on Richmond's CAD system—and what we're going to do is initiate an alarm call using the test address which we have set up, which happens to be our 9-1-1 center, but we do this for demo purposes. So at this time I'd like for Anita to initiate an alarm, which I think she just did

Anita: Yep.

Bill: Yep, she did. Okay, that was pretty quick Anita, thank you. So anyhow, you see here on the event information window. This is what—on the event information window—this is where all the details about any call for service appear, and it lets the dispatcher know all the details. As you can see, this call arrived pretty quickly, and includes the location and the type of call—also the complaint that's made, and the telephone number, in this case it's an alarm company—in this case it's Vector Security. And before we do anything else, I'm going to go ahead and dispatch a unit on this call, which I just did, so that nobody else accidentally dispatches somebody on it. And we also have a lot of details that came from the alarm company. I want to point out that all these details came in that one message that arrived in about five seconds time after Anita sent it—so have information about whether it's audible or silent, the name of the location, we have the alarm company's incident number, we even know who put it in at the alarm company—ACO, that's Anita's initials, is you didn't know that.

Anita: Yep.

Bill: And the station ID is 1VS; and we have a suite or apartment number if it applies; now even a phone number of the site; where the alarm was triggered—this was from the front door of the description of the building; even general directions to the location; and what actions the operator took in order to have to reach somebody at the location. Now Anita, did you receive the dispatch notification?

Anita: I did.

Bill: Okay, so now I am going to mark that a unit arrived on the scene, and Anita should get that notification as well. And Anita let us know you get that.

Anita: I just got it.

Bill: Okay, she already got it—and she's in Pennsylvania folks, I'm in Virginia, and this traffic is going via Phoenix, Arizona. And now I'm going to type a question for Anita, so the police are on the scene, and we need an ETA for the key holder, so that we can do a building search. So I've just sent that to Anita—Anita let me know when you get the question.

Anita: I got it.

Bill: Okay, and if you'll respond to that please. So this is the part where if Anita needed to cancel this call, or if she needed to tell me that she sees an armed robbery via video surveillance camera, this is how we'd receive this information, as an update to the call for service, but in this particular demo she's going to answer my question about when the key holder is going to be there.

Anita: Just sent.

Bill: Okay, there we go. John Brown—his ETA is 10 minutes. And now at this point, we're going to clear the call for service, and I'm going to monitor with the disposition code of no calls for activation found. Anita, when you get the closed message, please tell us what it says.

Anita: No calls for activation found.

Bill: There you go. And folks, that completes the demo. That was pretty neat and that's really how fast it truly happens. Now we'll return to the PowerPoint.

Justin: We're transferring now. Okay, it is transferred, Bill.

Bill: Okay, just getting back in sync here, sorry.

So what you see on the screen here is a representation of the 9-1-1 PSAPs that are currently participating in the ASAP program, and many more in development.

These are the computer aided dispatch providers that have an ASAP solution interface implemented today, and many more CAD providers and undergoing their development as well.

These are the alarm central stations that are operational with the ASAP program, including some ranked in the top 10 of the alarm industry.

And these are the alarm companies that have signed their contracts to participate in the ASAP program. Again, some of these are in the top 10 list. ASAP is an award winning project, as articulated by this list. The most notable of course is the 2013 Best of NIEM award.

This diagram represents the ASAP service transport layer. The alarm companies connect to a CSAA managed message broker via VPN. The message broker validates all ASAP data exchanges and passes authorized ASAP traffic to the Nlets message switch. Nlets links all 50 state control points, and the state control points link to most 9-1-1 PSAPs in each state.

For more information, APCO has resources about ASAP published on its website, including the ANSI standard available for download. There is also a new CSAA video about the ASAP program that can be viewed at csaintl.org/asap. I would encourage you to watch that, and finally, anyone in the audience is welcome to contact me directly for more information at Bill.Hobgood@Richmondgov.com. This concludes my presentation, thank you.

Justin: Thank you, Bill. Recently having had experience with burglar alarms and monitoring companies, it's nice to see this capability in action.

For those of you on the phone, this is just a reminder that after these presentations concludes, we will open up this phone line for questions.

So it's nice to see a Best of NIEM award winner in action as well. As you are aware, Best of NIEM recognizes NIEM implementation projects that improve performance, increase efficiency, and support overall government transparency. For your awareness, if you visit NIEM.gov you'll learn that nominations for the 2014 Best of NIEM awards are open and we are taking nominations now through October 3. We are receiving a steady stream of nominations, but we certainly are more than willing to take more. This year's Best of NIEM winners will be recognized at the NIEM in November event, so get your nominations in to us as soon as possible, and save the date for NIEM in November to learn who receives Best of NIEM 2014.

Now following Bill's excellent presentation, I'd now like to turn it over to Chase Garwood.

Chase: Thanks, Justin. This is Chase Garwood. We're going to give a quick update on the NIEM Emergency Management Domain. Always a hard act to follow real world examples, and it was really great to see Bill's presentation and what they're doing there. That's excellent—always good to see implementation. Next slide.

So the Emergency Management Domain has been in existence for a while. We're not really re-launching it, it's more re-energizing and getting going again. We spent this last summer prepping and getting ready to launch and to go into operations and we'll get into a little bit more detail here in a moment with what we've been doing.

That is first we're establishing a strong executive-led championship team. Again, I'm coming from Homeland Security's Science and Technology Directorate and the Homeland Security Advanced Research Projects Agency Resilient Systems Division. So we're doing operational research and applied technology and applied R&D. I actually come from the operational components within DHS, so I have a good mix operational experience, as well as with the science and technology and R&D. Our executive champion and really the domain steward is Jalal Mapar out of DHS RSD, but we also have a really strong ombudsman from FEMA with Ted Okada who is the FEMA CTO, as well as Dan Cotter, another ombudsman with our first responders' group. So as you can see, our executive steering committee's got some great experience, and is really on board for helping to champion the domain.

We've also been looking at reviewing and finalizing assets and platforms—the standard domain set-ups, prepping for going much more active here in the coming year. So again the standard structures, establishing support, so facilitator support staff, looking at the cross-platform engagement with NIEM.gov and FEMA.gov, and some of the other elements there.

We've also spent a lot of time over this past summer looking at the initial attribute reviews and EM data model that we had in existence, under 2.1 with that 3.0, and Kamran will be going over that in a little more detail in a moment. So we've done a lot of scrubbing and a lot of reviews for a solid domain standup.

We've also initiated our Communities of Interest and we're going to go much more active. We've reached out to quite a few and we've already got some excellent responses—some excellent interest at the state and local level. So you can see that we've targeted over 3,500 federal, state, and local emergency management practitioners. And again not just first responders, but really the emergency management spectrum, which is a little bit broader. So we are trying to really build a strong community of interest and peer support system there. So going into a little bit more detail, to quickly review kind of where we've been with that outreach effort, and where we're going in the next six months, as well as some of the data work we've been doing and we'll mention a little bit about GitHub, and a few other things. So I'm going to turn it over to Kamran to deep dive a little bit further. So Kamran, want to take it?

Kamran: Yes, thank you Chase. Good afternoon everyone, this is Kamran Atri—some of you know me as the biometric guy, and that's because I also support Diane Stephens, who is from Office of Biometric Identity Management of DHS, for Biometrics Domain. However, today I am supporting Chase on the Emergency Management Domain. And I kind of wanted to go over a few pieces here. As Chase mentioned, the last few months the domain has been really focusing on getting the foundation on solid ground because it is a target year to provide an office to the masses. Emergency management is usually responding to you on the ground at the local level, so it is important that we get this information out to them. So we've spent the past few months putting the foundation together. For those of you who may not be familiar with that, it's basically working hand in hand with the NIEM PMO, getting the structure ready, for example, getting the collaboration zone ready, making sure that the documentations are in order, putting the updates associated with the domain up on the website, and that then is going to continue going forward.

The next piece that we have to focus on has been to basically establish the core community. As Chase mentioned, one the main pieces was to have this—I called in dream team executive committee, who are actually very dedicated in making sure that the message gets out there. So that's one of the pieces, and the second one has been to actually—to make sure that the model is at a level that it's answering to the current state as it is, so the we could work with the COIs to mature the model going forward. And the next piece that we are going to target on is kind of an engagement with the COIs. Chase kind of mentioned top activities—has done an amazing job reaching out to all fifty states, three five plus EOCs and emergency centers and responders' office. In fact we're getting quite a few feedbacks from the localities [technology did not capture]. And in fact, they have actually asked for [technology did not capture] messages for sending out there, if at all possible.

So next is engagement activity to get the engagement out of the COIs, work with them, trying to help them realize how many IEPDs are out there that they could actually reuse—you know reuse is the target. And then at the same time get them to use what the domain has put together.

And obviously the last piece is in the communication, making sure that everything stays up to date going forward. Next slide please.

Alright thank you, so the main piece of activity other than, you know, reaching out to—the building of—the COI structure, is actually to get the data model together. I do want to mention that in putting together the communication to the localities, we first wanted to kind of focus on the responders' side of the house, but we have a huge focus on trying to get the commercial entities, as well as the academia organizations on board. So there will be more communication coming out, which will include all stakeholders.

So as you can see in this chart, specifically the Emergency Management Domain roughly was in existence about four years, and it contributed to 2.1, 3.0. In fact, upwards of 364 models have been identified already. We just did a little quick in house clean up, talking to subject matter experts, we identified several IEPDs. Looking at the latest EDXL, which is the standards body of the Emergency Management Domain—one of the standards bodies of the Emergency Management Domain—and

so we are actually working to put together a draft concept of the latest capture attributes and the code list, and our goal is to put it in GitHub and to the NIEM PMO. We have put the draft structure, which is the 2.1 version of the Emergency Management data model onto GitHub, and then trying to put the draft versions, which include the extra attributes we have captured so far.

And, again, for those of you who may not be familiar, if you go to the next slide please, GitHub is to help us kind of reach out to the masses, which is the main target of the Emergency Management revamp activity. And so the intent here is to kind of put it out there for the first time ever—have not just the usual suspects looking at the model, but have the organizations out there, you know, kind of provide feedback to us. So we hope that there is that activity in the next few months and kind of get that going. And if you could go to the next slide, please—41.

And so here, as I have said, we have already initiated communication to the EOCs—we started looking around, and obviously the National Capital Region is the closest one here, since we're in town with them. And so we noticed that they actually had an existing NIEM exchange on the [technology did not capture] structure that has an existence and a function fine with them. In talking to them, we found that they're actually looking to mature, with the 3.0 version and beyond. So here is an example of reaching out to the localities. We're looking at their existing exchanges, providing them with the feedback needed to help them realize what pieces they need to move to take themselves to the 3.0 version for the new contracting shop that they're bring onboard—just to kind of give you guys an example of the activities that the Emergency Management Domain is doing. Next slide, please.

Okay, so here is a little bit of out of the box thinking here. When we kind of sat around way back, I want to say a year ago, during the NBAC session, we sat around thinking, you know we need to really get Emergency Management Domain out to the masses, so what are the best ways to do that. Personal experience as well as working with [technology did not capture] office, we know very well that responders are the ones handling just about everything at the local level, and when it comes to the IT related activities, there is a bit of a gap between the language the responders use on a day-to-day basis, versus the language they need from the IT side in helping them tune up and get support from the IT shop. So, one of the few things we have kind of started and plan to draft up shortly is a concept of what we call toolbox for responders, right? So the idea here is that to put together a cheat sheet—kind of bring up the language from an IT level conversation to a business level conversation so that responders who are not in the IT world will have an easier way to communicate to the IT shop. At the same time we want there to be a living artifact, so we kind of want to position for the unbuilt exchanges that are out there have a detail operated tool box that the responders receive. Even the type of feedback—what is an IEPD, what is the concept of NIEM, how could they initiate conversation with the IT shop. Doing so, we believe, will help them close the gap because they'll be able to say the right thing to the IT shop to be able to cross the communication over. Moreover, we'll be able to see the street blocks, and have it positioned to go out as part of the training and education. And, for those of you who may be aware, responders are required to complete a certain level of training on a yearly basis—so whether that's virtual or

in person, either way, we have identified the components, in which the local responders go to get their training—as I said whether it’s virtual or in person—and so the intent is to position the street blocks so that the street blocks can be shared with them when they’re at that point of their training, or at that point of their education. I think that was the main point I wanted to talk over. Next slide, please.

That’s about it from my end—I’m going to pass it back over the Mr. Garwood, to close it here.

Chase: Thanks Kamran. I will let everyone know that most of that toolbox is lunches and coffees of you translating for me and me translating for you, that’s usually the use there, so we’re a use case in progress. So as everyone can see we’ve had a quiet and busy—well maybe not so quiet—summer. We did take vacation, but a lot of preparatory work, a lot of behind the scenes work. I’d go in and do industrious effort to really make sure that the Emergency Management Domain has good running and sustainability. It’s a really important community of interest, emergency management, including first responders, and all the other stakeholders within the EM community is just too important, and I think there’s a lot of opportunities there to help create efficiencies, ease of interoperability. And again, it’s to help the mission. So some of this stuff we call full operations as we go fully active here—we already talked a little bit about the reviewing and the data model, and getting it up on GitHub, and I think that’s going to be a really interesting and really useful mechanism to help the domain. Also, continuing with communication—and, you know, communicate, communicate, communicate—to really drive the community, energize everybody, and continue to get as many great folks involved as we can. And then provide technical systems and training, I mean that’s what we’re all about is to help the mission space—so that’s as we stand up and as we move forward. Next slide.

So here again is the normal information and again we’re on the NIEM—you know what side and all the other information is there as well so we encourage everybody that’s interested to pass along to friends and family and everybody in the community to get interest here as we go forward in 2014 and into 2015. And again this will be available in the contact information later. Next slide.

And then here’s how you can reach Kamran, just kidding, here’s how you reach both of us—our domain contact information and we’re always readily available, so we look forward to working in the domain and supporting the domain and working with everybody out there in the community. So that’s pretty much what we wanted to wrap up with. And again thank you all for the time and the slides. It’s really kind of an honor to be part of the town hall to help generate support for the domain and we look forward to a great run.

Christina: Thank you Chase and Kamran. This is Christina Bapst, NIEM communications lead. Justin and I are having dual hats today. It really is great to hear about the great work Emergency Management Domain is doing. It sounds like you guys are making great strides in a very important area and it’s exciting to see all the progress being made. I’d like to now open it up for questions. We do have a few in the queue already. You can submit your questions via the chat box in the WebEx application, as well as through Twitter with the hashtag #NIEM.

Bill, the first question is coming over to you. The question is: additional cities have adopted the ASAP project in addition to the City of Richmond. How did you get the word out about the ASAP program? Did the industry participation players help in spreading the word about the program? If so, what role did they play?

Bill: Okay, so of course APCO was very instrumental in the development of the standard with the assistance of the IJIS Institute and the Bureau of Justice Administration, or Justice Assistance rather and Chris Traver's group. I think that moving in through that process, of course going out for public comment period after the pilot was over, certainly generated some interest. As far as the industry providers, some of those were very interested in this program and anxious to develop. A few were very hesitant to do so, but I believe that today we have more CAD providers that are stepping up to plate, if for no other reason from peer pressure from those that have achieved an interface today. It certainly is gaining a lot more interest today, but at first I would have to give the credit to the APCO ANS process itself and the great publicity we got from IJIS Institute.

Christina: Okay, thank you, Bill. Kamron and Chase, the next question is punted to you here: How does the NIEM Emergency Management Domain relate to the EDXL standards from OASIS. Do you see a partnership opportunity with OASIS?

Chase: Absolutely—I'll let Kamran talk to how that fits in, again, I think the beauty of NIEM and the beauty of these domains is that it's taking the best advice from anywhere we can get it and incorporating that into usability, not to try to recreate the wheel. So, Kamran do you want to add on to there?

Kamran: Sure, [technology did not capture] on top of that is as you all are aware NIEM's reunited standard. Our main target of activity is to work with the standards bodies and operationalize the standard, so EDXL is a cornerstone, kind of a big broader look at capabilities from the emergency management point of view. And we intend fully to take advantage of the OASIS team, with the addition beyond that a few others within the realm of the Emergency Management Domain, that we fully are trying to engage. But at this point we have to make sure of that [technology did not capture] and so that's why we're trying to figure out what's available. One of the mandates that Chase and Jalal put out is that we really want to get out there talking to the standard bodies. They got items in their pocket so we want to make sure their activity was proactive and productive. So the long shot answer is yes. We are definitely looking forward to not just working with them, but also taking advice from them as well.

Chase: One quick add on to that as well is not only with those existing standards bodies out in there in the community, but the usual rationalization with NIEM core, but also we've began discussions with and looking cross domains. So we're talking with infrastructure protection and others again to see where we need to share and synchronize, so that also is on our planning list as well.

Christina: Okay Bill, the next question is back at you: What challenges, if any, have clients and vendors found during either implementation or maintenance of their interfaces?

Bill: Well, I think for the vendors—getting the first interface developed and certified online and of course we help with that process here at the city of Richmond, and the standard itself is nicely packaged for download and available at those websites. I believe that initial buy-in by the vendors, just having faith that this really was going to work and the ones that have developed it know that it does work very well and they're starting to market it more to more of their customers. Of course the financial impact played a part in that. At first, vendors weren't sure how much to charge—we have some that charged quite a bit. But the job got done and other vendors charged us to do this interface and I think it's just been a real win-win for everyone.

Christina: Okay Chase and Kamran, the next one is coming back to you guys: Is there any integration that exists or plans with CAP—Common Alerting Protocol?

Kamran: I'll take that.

Chase: Sure, go ahead.

Kamran: Alright, so yes this is somewhat counteractive, but this is related to the EDXL move. Yes CAP, again, is another cornerstone activity in existence, and obviously they intended to make sure we engage them as well, too. I do want to bring up a point here. You know, we are trying to grab as many extensions as possible to kind of energize, re-vamp the existing Emergency Management model. So if you have access to any data attributes, code lists, any additional structure related to XML you can just, you know, push that over to the Emergency Management Domain to get us started, would be great. I think that it's useful for one reason—getting details through EDXL, harmonizing with other domains, getting the standard bodies on board to show credibility. And so obviously CAP is one of those carriers and we've got to make sure that the backwards compatibility is in place going forward with the new model.

Christina: Okay, the next question is Bill, back to you: How does ASAP certification work?

Bill: Okay so first of all, I'll talk about the alarm companies first. Each alarm company has to certify with me at the City of Richmond—this was something that the City of Richmond has supported from day one and we file for the assistance to other localities that want to do this, so we want to see a successful program, which it is. The alarm companies—they select an automation provider. There's only about five or six automation providers for about 600 alarm companies, so it's getting a lot easier now. And most of those automation providers have a solution and once they certify one time, generally they don't have to be re-certified again because they'll deploy the same solution at another alarm company. As far as the CAD providers, there is a CAD providers package that I do have available too, for any of the CAD providers that want to start their development. I've provided classes through APCO in the past, where before one of our annual conferences, we've had them

come down and have given them a half of a day of instruction on how to do this. I've also gone to CAD providers and have sat with them for a day to make sure that they understand the project, they understand what it is to be accomplished, but highly and at a very high level, what the technical pieces and parts are that have to fit together to make sense.

Christina: And we did have one chat comment to us related to the CAP question. The OASIS EM Technical Committee is building NIEM adapters for CAP and some other exchanges and information about those should be forthcoming from the OASIS Committee.

The one question we've been getting a couple times is will the slides, as well as a recording of the Town Hall be available? Yes, it will. In a couple days, the PowerPoint slides as well as a full recording with the PowerPoint will be available on NIEM.gov under the Town Hall section of the website. I believe there are no other further questions. So before we wanted to wrap up, I just want to reiterate what Justin mentioned earlier about the Best of NIEM 2014. Nomination period is currently open through Friday, October 3 which I believe is next Friday, so be sure to help us spread the word so that we can recognize all of the folks who are doing fantastic things with NIEM so that we can highlight those on Town Hall forums, such as this. But with that adieu, I want to thank everyone for joining us today and I hope this was meaningful and educational for everyone and we look forward to seeing you all potentially at NIEM in November on November 4. Registration for that event should be up on the website early next week. Thanks, everyone.