

# **TOWN OF PARADISE VALLEY**

## **Alarm Monitoring Workgroup Update**

**April 27, 2017**



# Key Question

Does Mayor & Council agree with the recommended proposal?



# Alarm Service Today

- Over the past 15 years the Town's alarm service has become outdated and under-resourced in key areas:
  - There is currently no dedicated Town staff for alarm monitoring.
  - Staff has limited alarm experience, training and certifications
  - The alarm receivers and related equipment are beyond end-of-serviceable-life. They are not state-of-the-art.
  - The Town is only able to receive signals via dial-up connections.
  - Since 2008 we have seen a steady loss of subscribers to our service.
    - Annual loss 3% to 5%
    - 2015: 5%
    - 2016: 13%



# History

- Staff proposed a series of options
  - Exit vs. Significant Reinvestment
- Neither Appealing
- Vice Mayor & Councilmember Stanton Agreed to Work with Manager on Refining or Creating New Options
  - December 1, 2016



# Framework

- Broke problem into:
  - Technical Issues
  - Business Model Issues
- Became clear Technical Issues driving Business Model Issues
- Consulted Outside Experts



# Hybrid Solution Re-Examined

- The Town wishes to explore a partnership with a monitoring provider who can receive signals from our current subscribers and provide them to the Town's Police dispatcher.
- This partnership should respect our current subscribers' desire for contact with our PD, reliability, data privacy and prompt response times.



# Hybrid Solution Re-Examined

- Key was Town Competition w/ Private Sector
  - Vendors unlikely to help if taking customers
- Private Industry has Robust Indemnities
- Compromise
  - Service only existing customers going forward
  - Plan around industry standard indemnities

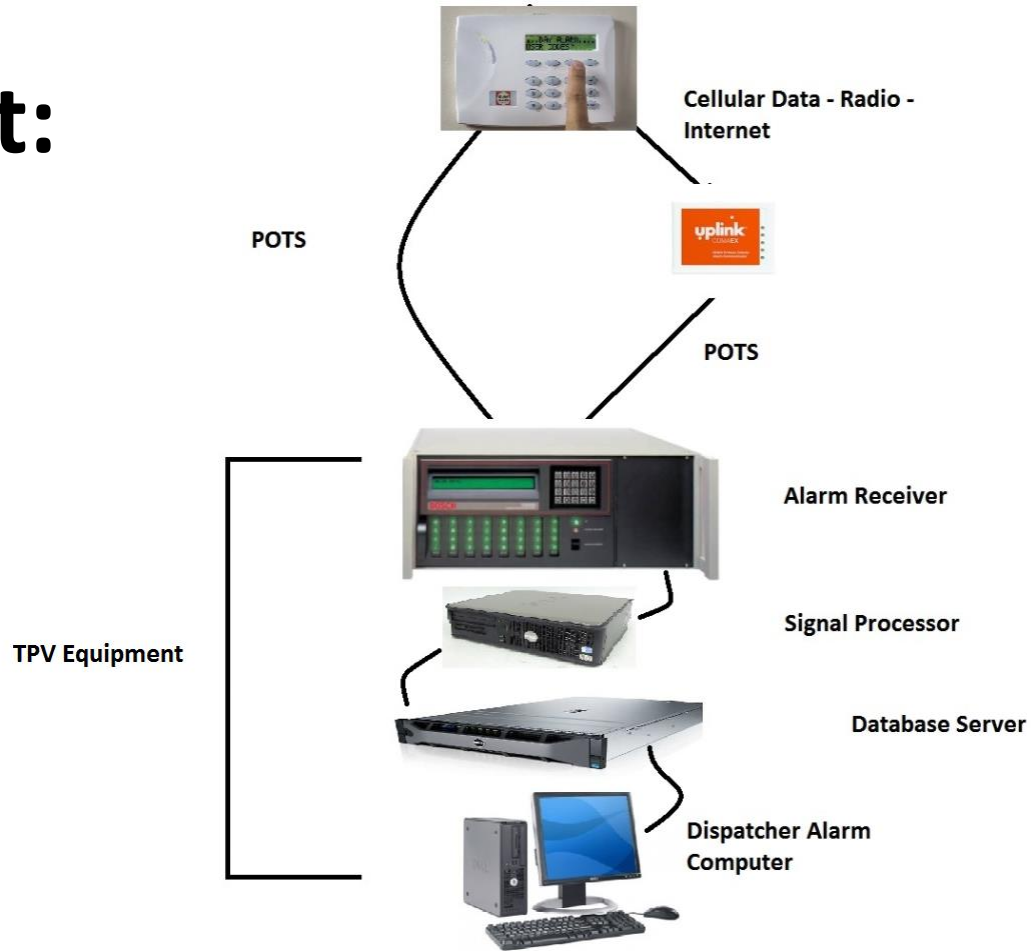


# Technical Solution

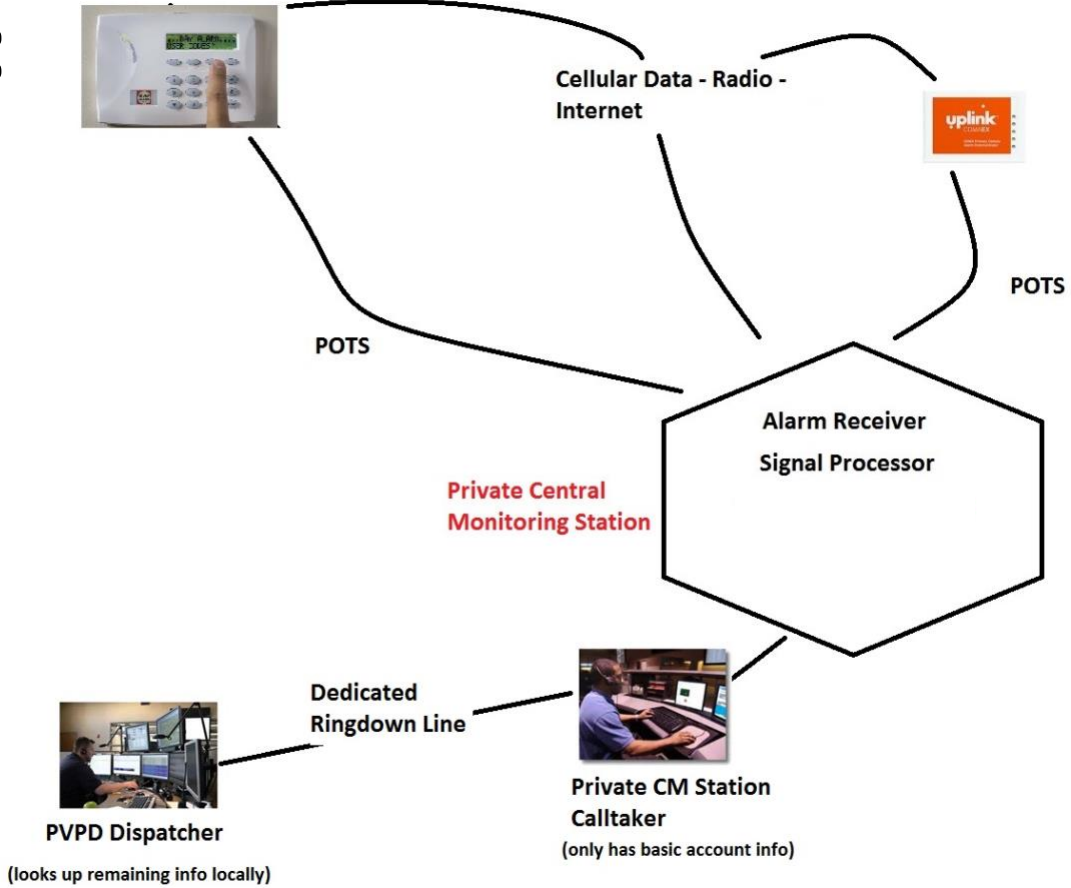




# Current:



# Proposed:



# Hybrid Solution Re-Examined

- Procure a “Wholesale Alarm Monitoring” Firm
  - Police Related Calls
    - Direct Ring Down
  - Fire and Medical Related Calls
    - Triaged by the Monitoring Firm
    - Then Direct Ring Down



# Alarm Model – Key Points

- Desirable for the vendor to have:
  - Reliable and proven service using current technology with redundancy
  - Industry experience, adequate staffing and accreditation
  - Mutually suitable and reliable process for direct communication of signals to PVPD
  - Strong data privacy procedures and related safeguards
  - Reasonable pricing options
  - Process of background checking for employees who handle PV data
  - Ability to work with or convert existing account data
  - Ability to provide future ASAP to PSAP connection to PVPD
  - Local presence
  - Ability to receive and process signals with only basic account info
  - Reasonable agreement terms regarding insurance/indemnification/liability



# Alarm Model – Key Points

- The Town will retain:
  - Ownership of subscriber data
  - Ability for our subscribers to keep their existing equipment and installer/technician
  - Master database of accounts
  - Control of subscriber contracts and subscription fees



# Business Model Solution



# Hybrid Solution Re-Examined

- Town would remain provider
  - Remain point of contact for subscribers regarding alarm events and billing
  - Idea would be to update contract between subscriber and Town (uniformity)
  - Town contracts with professional Alarm Monitoring Firm for technical “back-bone” of system
  - Rates to Town should be less than Town subscriber charge



# Hybrid Solution Re-Examined

- Private Installers, Repair and Maintenance
  - Subscriber hires installer
  - Installer can work directly with vendor on repairs and maintenance
  - Testing by installer through vendor
- Continue to provide service only to current subscribers
- No new technology investment on alarm equipment





# False Alarms

- False Alarms from all providers remains problematic
  - Current ordinance not being enforced
  - Several models to choose from
  - Requires varying level of staffing
  - Need to address next



# Key Question

Does Mayor & Council agree with the recommended proposal?



# Questions?



# Thank You

