

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- Over the past 15 years the Town's alarm service has become outdated and under-resourced in key areas: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

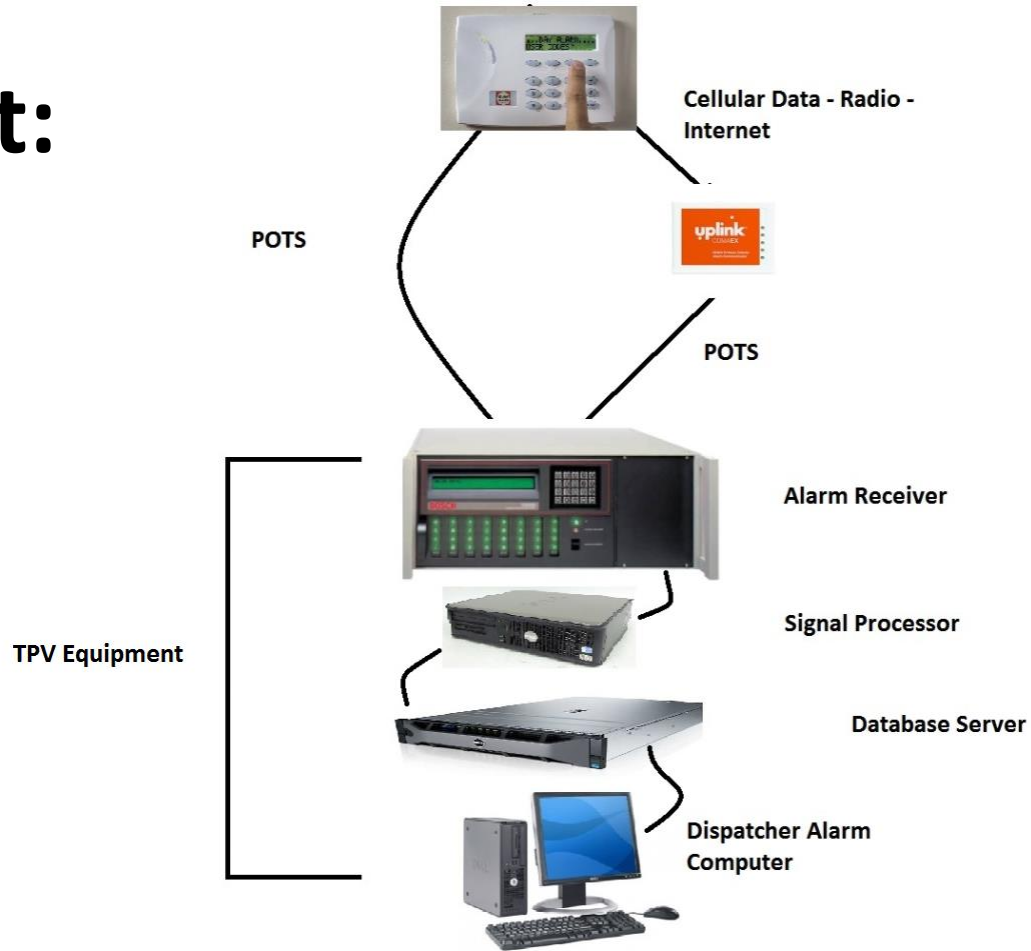
- Key was Town Competition w/ Private Sector
 - Vendors unlikely to help if taking customers
- Private Industry has Robust Indemnities
- Compromise
 - Service only existing customers going forward
 - Plan around industry standard indemnities



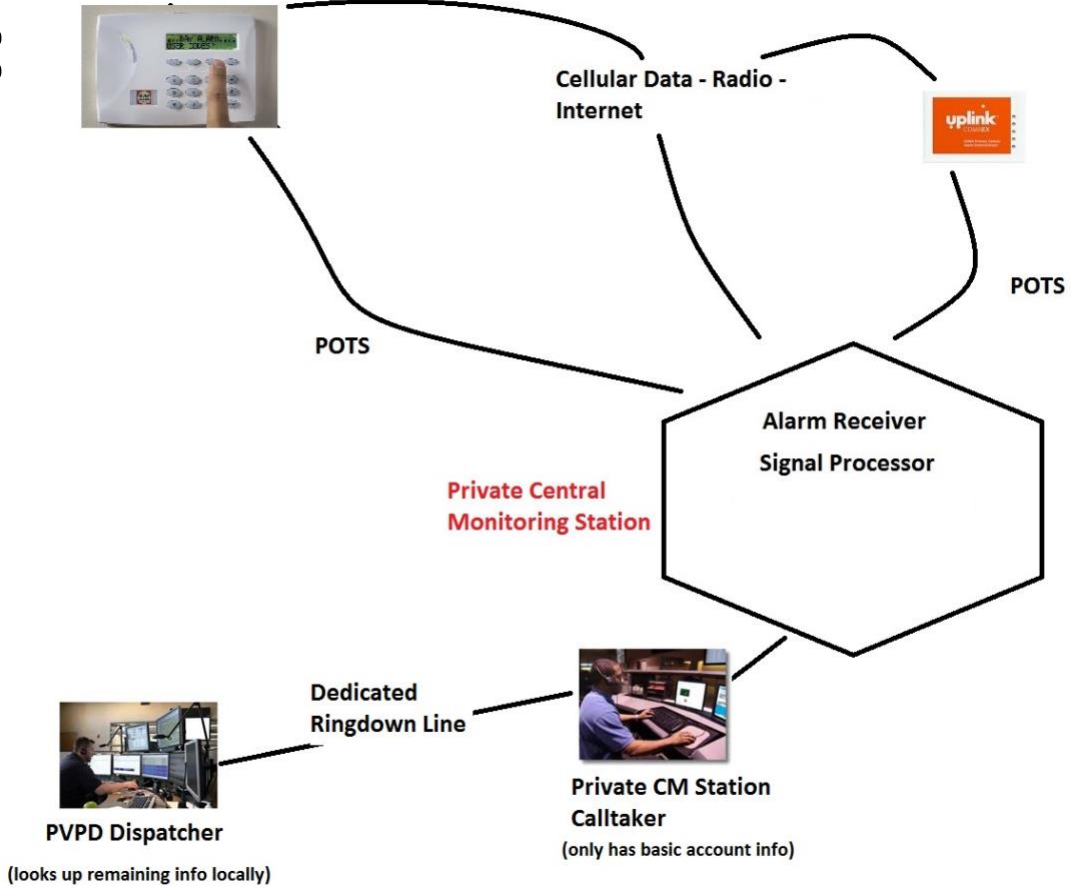
Technical Solution



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

