

TOWN OF PARADISE VALLEY

**Paradise Valley Police Department
Alarm Monitoring Service**



Key Information

Update to the Town Council about the direction given in October 2015 to seek a Hybrid Model for alarm monitoring.



History of PV Alarm Monitoring

- Town Council began discussion of alarm monitoring service in June 1980, began service in 1984.
- Stated goal of alarm monitoring service was “to provide police protection for our citizens,” with a secondary goal of reducing false alarm calls.
- Supporters of implementing a Town alarm monitoring service felt Town could provide higher quality monitoring service that was cost-effective in comparison to private companies at that time (1980s).

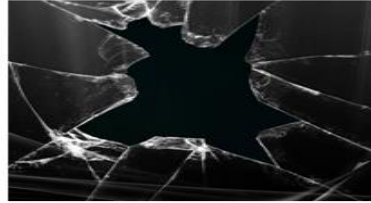


Alarm service today

- Approximately 450 Subscribers
- Monthly fee of \$35-\$50, depending on # of zones monitored.
- Generated approx. \$220,000 in revenue in FY 15.
- Installations done by private companies.
- Infrastructure is getting long in the tooth, company supplying parts has gone out of business, no staff member has expertise to fix or upgrade infrastructure to industry standards.
- New accounts not sought.
- False alarm billing not conducted.



How Does This Work?



Alarm is triggered



A signal is sent from alarm system



PVPD Dispatch receives the alarm signal



Dispatch contacts customer and/or any chosen key holders



Appropriate response is dispatched



Alarm Monitoring Failure

- December 30-31, 2015
 - In the late evening hours of December 30, 2015, a network connection failure brought to light a failure to communicate between the alarm receiver and the signal processor, affecting the alarm monitoring service.
 - IT staff was able to solve the network issue within 12 hours.
 - Request for emergency assistance.
 - Unable to immediately restore alarm monitoring service.
 - Code Red message generated.
 - Extra patrols requested.



Alarm Monitoring Failure

- January 4, 2016
 - Second attempt to reach alarm monitoring vendors for assistance.
 - Technician located to work on receiver.
 - Second Code Red generated to alarm subscribers with update.
- January 5, 2016
 - Technician diagnoses alarm receiver as bad.
 - Technician locates “loaner” receiver.
 - Receiver installation completed, alarm subscriber systems begin “check in”.
 - Meet with vendor who can transition monitoring service for short term.

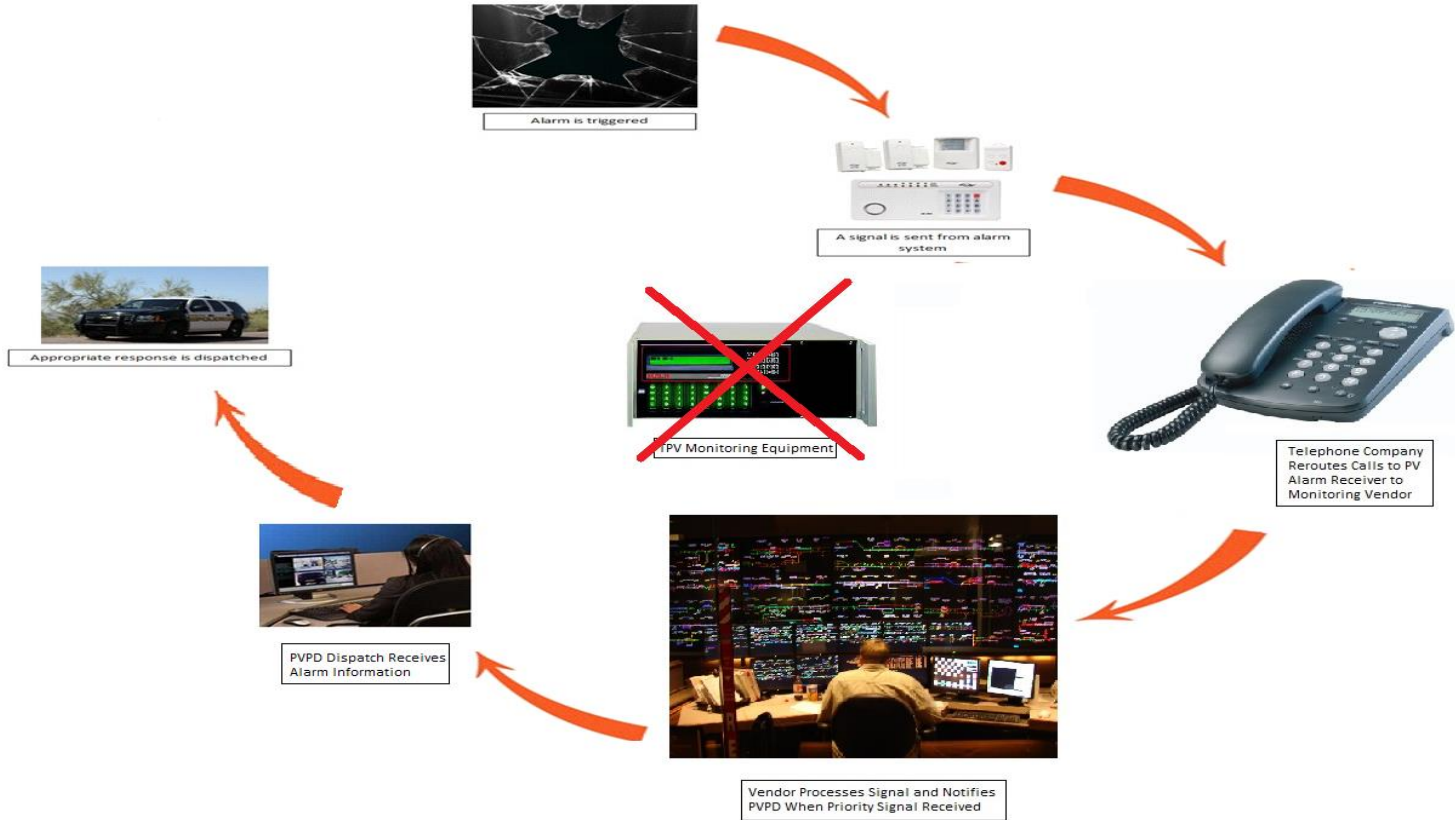


Alarm Monitoring Failure

- January 6, 2016
 - Over 90% of alarm panels that check in daily have done so.
 - 100 subscriber alarms do not check in daily.
 - One potential vendor provides agreement for services.
 - Power outage at Town Hall complex does not affect alarm monitoring service.
 - Town offers to buy “loaner” receiver from vendor.
- January 7, 2016
 - By mid-afternoon, only 25 alarm subscriber panels have not checked in.
 - PVPD staff begins contacting alarm subscribers whose systems have not checked in or are reporting system errors.
 - Third Code Red message generated.
- January 8, 2016
 - Second vendor expresses interest in providing solution.



“180 Day” Solution



Alarm Monitoring Recovery

- Short term (0 to 10 days)
 - Purchase receiver from vendor providing “loaner”.
 - Consider testing and purchase of second receiver from same vendor.
 - Send non-working receiver(s) to Bosch for diagnosis and repair.
 - Work with Town Attorney’s Office and Town Procurement to review and approve agreement for services with vendor.
- Mid-term (10 to 30 days)
 - Work with vendor to develop a stable, consistent, temporary alarm monitoring service (two-week test period).
 - Transition alarm monitoring to vendor for 180 days once testing completed.
 - Publish RFQ per October 2015 directive from Town Council.



Alarm Monitoring Recovery

- Long Term (30 to 180 days)
 - Return to Town Council with RFQ vendor in April 2016.
 - Assist vendor awarded RFQ in completion of objectives.
 - With Town Council direction, implement recommendations given by RFQ, including development of an RFP or bid-process for a specific solution.
 - Begin transition to long term solution provided by RFQ/RFP process.



Why two processes?

- Request for Qualifications
 - We have a goal (hybrid model) but lack experience and knowledge on specifics due to uniqueness of that model (little available knowledge).
 - Town needs an unbiased evaluation of current alarm technology and state of the alarm monitoring industry so informed decisions can be made.
 - Recommendations from consultant will be used to refine objectives and define procurement process that are then used to generate an RFP or bid process on desired solution.
- Request for Proposal
 - A request for proposal will get us specific costs, timelines, and agreements in order to implement the desired solution.



Questions or Comments?

