

AGENDA ITEM: _____
DATE: 6/15/15

**CITY OF CASA GRANDE
REQUEST FOR COUNCIL ACTION**

Date	05/18/2015	Date	06/15/2015
Type of Action Requested		Subject	
<input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Formal Action/Motion <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other		Outsourcing of City’s alarm management program to Public Safety Corporation.	

RECOMMENDATION:

Staff recommends the Mayor and City Council approve a contract for a three-year period to allow for the outsourcing of the City’s alarm management program to Public Safety Corporation (PSC).

DISCUSSION:

The purpose of this project is to reduce the City’s direct operating cost related to responding to false alarms and the administrative time required to enforce its false alarm ordinance. The proposed contract from PSC will outsource all aspects of false alarm program from permitting, billing and collections to public education. The contract is set up under a revenue sharing scenario with the City retaining 45% and PSC retaining 55% of collected revenue. This is net of credit card fees and chargebacks. It is anticipated that annual revenue to the City will remain relatively constant at approximately \$25,000 annually as PSC will enhance compliance and collection efforts over what the City has been able to do.

The objectives of the City under the alarm program will be achieved using PSC highly trained customer support staff located in their alarm processing offices. These facilities are currently used to administer alarm programs in cities and counties coast to coast. PSC staff is supported by the latest systems and administrative processes. PSC also has the technical infrastructure necessary to keep City alarm data secure and confidential, while expanding access through the web and automated call centers. The City retains the right to review any and all alarm violations for appropriateness and is in all cases the final appeal authority when dealing with our residents.

Outsourcing of this function is intended to have an immediate positive impact on the overriding goal of the alarm program which is to reduce false alarms and the time patrol officers have to spend responding to them. The currently assigned alarm coordinator position will be transitioned out of this role into that of an animal control officer, even further enhancing the abilities of the department to fulfill its mission. Outsourcing will allow this to occur at little or no increased cost.

PSC's alarm program is the only program that is bi-directionally compatible with our current CAD system, Sungard. As we are currently evaluating new CAD/RMS systems we have confirmed that all three of our proposers are compatible with this system. Prior to implementation of the new CAD/RMS system a new interface will be implemented.

FISCAL IMPACT:

PSC provides all computer hardware, software, furniture, equipment, forms, supplies and postage to administer the alarm program for the City. All costs are borne by PSC through the revenue sharing arrangement of this contract. The revenue share percentage will be applied incrementally, e.g. \$53,000 in annual collections would yield the following PSC revenue share: 55% to PSC \$29,150 / 45% Casa Grande \$23,850

For the first year of the contract the cost of the Sungard interface will be deducted directly from the City's share of revenue generated. The cost is \$590 per month for a total of 12 months. It is anticipated that our current CAD system will be in place for at least 24 months.

Reviewed by
Finance Director: *Doug Sandstrom*

Reviewed by
City Attorney: *Brett Wallace*

ALTERNATIVES:

Maintain current program.

Prepared by:

 Frank Alanis
Casa Grande Police Department
Police Lieutenant

Recommended by:

 Chris Vasquez
Director of Police Services

Approved by:

 Jim Thompson
City Manager