



City of Hallandale Beach City Commission Agenda Cover Memo

Meeting Date:	Item Type:		1 st Reading	2 nd Reading
2/16/2022	<input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Other	Ordinance Reading	N/A	N/A
		Public Hearing	<input type="checkbox"/>	<input type="checkbox"/>
		Advertising Required	<input type="checkbox"/>	<input type="checkbox"/>
		Quasi-Judicial:	<input type="checkbox"/>	<input type="checkbox"/>
File No.:				
21-311				
Fiscal Impact (\$):	Account Balance (\$):	Funding Source:	Project Number :	
\$200,000	Various Account Balances as allocated in FY 21-22 Annual Budget	1610-554040	N/A	
Contract/P.O. Required	RFP/RFQ/Bid Number:	Sponsor Name:	Department:	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sole Source	Interim Chief Michel Michel	Police Department	
Strategic Plan Focus Areas:				
<input type="checkbox"/> Finance & Budget		<input type="checkbox"/> Organizational Capacity	<input checked="" type="checkbox"/> Infrastructure/Projects	
Implementation Timeline:				
Estimated Start Date: 2/1/2022 Estimated End Date: 2/1/2027				

SHORT TITLE:

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF HALLANDALE BEACH, FLORIDA AUTHORIZING THE CITY MANAGER TO ENTER INTO AN AGREEMENT WITH CENTRAL SQUARE LLC, A SOLE SOURCE VENDOR, FOR THE MANAGEMENT OF THE CITY'S FALSE ALARM PROGRAM FOR AN ANNUAL COST OF FORTY THOUSAND (\$40,000) DOLLARS FOR A TERM OF FIVE (5) YEARS, FOR A TOTAL AMOUNT NOT TO EXCEED TWO HUNDRED THOUSAND (\$200,000) DOLLARS; AUTHORIZING THE CITY MANAGER TO EXECUTE ALL RELATED DOCUMENTS TO EFFECTUATE THE PURCHASE; AMENDING THE FEE SCHEDULE BOOKLET TO INCLUDE FEES ASSOCIATED WITH FALSE ALARM PROGRAM; AND PROVIDING AN EFFECTIVE DATE.

STAFF SUMMARY:

Summary:

Staff seeks City Commission authorization to execute a revenue sharing contract with Central Square LLC for Police Departments False Alarm Management Services for a period of 5 years, for an amount not to exceed \$200,000.

Background:

Currently, Staff utilizes and antiquated computer data base of alarm registrations. Utilizing data obtained from the existing RMS system, each registered alarm is billed at the end of the year based on the number of alarms from the previous year. This established system does not allow for notification of false alarms as they occur, and the residents and commercial business are sometimes unaware that there was a false alarm. The current process of alarm billing is labor intensive, both on the records management side and increased false alarm response by first responders.

Through ordinance changes that were introduced in the January 19, 2022 Commission meeting, staff requested changes to the current Alarm Program. These changes included updated definitions, registrations, reporting of responses and violations, and proposed annual alarm registration and violation fees. These changes will update the False Alarm Program to meet the ever-growing needs of the City and its residents and businesses. By allowing for an online portal, as provided by CryWolf, it has the coupled benefit of minimizing Staff requirements of handling and registering current alarm needs.

CentralSquare LLC currently provides the Record Management Software (RMS) for the Police Department. CryWolf, a Central Square platform, is a turnkey solution for management of false alarm registration and billing that seamlessly integrates with our existing RMS systems. By providing this service to residents, CryWolf allows for online registration, up to date billing and notices of violations.

Current Situation:

With the new CryWolf platform, residents and business are notified within 48 hours of a false alarm. This notification allows for correction of issues or maintenance of equipment limiting future false alarms that Police and Fire must respond to in order to ensure public safety.

The agreement with Central Square allows for the purpose of the management of False Alarm via a revenue sharing agreement with the City (20% percent to vendor), where the vendor manages and bills for the program and remits remaining revenue to City. Central Square's CryWolf platform includes tracking of responsible residential and commercial alarms, registering of alarm systems, billing and notification of permit and false alarm fees in accordance with the City False Alarm Program. Also included in the CryWolf software is a maintenance of a database of registered alarms, tracking of false alarm occurrences, collection of fees, the collection and enforcement of penalties of violations, generating performance and outcome reports to the City.

From the public's perspective, CryWolf provides a fully interactive, secure Alarm Program website that can be accessible from the City website. Included in the CryWolf online platform is registration, payment portals, notifications of violations, as well as links to all alarm information.

In preparation for the launch of the enhanced False Alarm Program, staff is requesting the approval of the agreement with CryWolf for the False Alarm Program as allowed by Alarm Ordinance Article III, section 7-111 to 7-118 for a term of 5 years.

Through this agreement the vendor will manage and bill for the program, keep 20% of revenues, and remit the remaining revenue to the City. Based on calculations of previous year's alarm totals, the anticipated fee sharing cost is approximately \$40,000 per year, or approximately \$200,000 over 5-year period.

The implementation of the enhanced False Alarm Program necessitates amendment of the fee schedule booklet as shown in Exhibit 4. Proposed program fees are as follows:

Category	Fee Amount	
Residential False Alarms		
1st False Alarm	No Charge	
2nd False Alarm	\$	50
3rd False Alarm	\$	75
4th False Alarm	\$	100
5th False Alarm	\$	200
6th False Alarm	\$	300
7th False Alarm	\$	400
8th False Alarm	\$	500
Business False Alarms		
1st False Alarm	No Charge	
2nd False Alarm	\$	100
3rd False Alarm	\$	150
4th False Alarm	\$	200
5th False Alarm	\$	200
6th False Alarm	\$	300
7th False Alarm	\$	400
8th False Alarm	\$	500
Any false alarm occurring without a valid alarm permit will be assessed in addition to the false alarm fee an additional		
Late Fee for payment after 30 days	\$	25
Appeal Hearing Fee	\$	25

Why Action is Necessary:

Procurement Code of Ordinances, Chapter 23, Section 23-8, (3) Noncompetitive supplies. Noncompetitive supplies, available only from one source, such as unique, patented or franchised supplies, are exempt. The City Manager is authorized to purchase and contract for noncompetitive supplies in excess of \$50,000, provided authorized funds are available in the annual budget and records of purchases exceeding \$50,000.00 are available for review in the procurement department.

Cost Benefit:

The transition to a turnkey system for management of false police and fire alarm registration and billing that seamlessly integrates with our existing RMS systems. This system allows current personnel to complete other tasks while providing immediate billing for violations, and through education, reduce the overall number of false alarms for the Police and Fire Departments. The cost benefit of up-to-date billing and maintenance of registrations ensures a streamlined process for the community.

PROPOSED ACTION:

Staff is requesting City Commission to authorize the City Manager to execute a contract with Central Square LLC for Police Departments False Alarm Management Services for a period of 5 years, for an amount not to exceed \$200,000.

ATTACHMENT(S):

Exhibit 1 - Proposed Resolution
Exhibit 2 - CryWolf Service Agreement
Exhibit 3 - CentralSquare Tech - Sole Source Letter
Exhibit 4 – Proposed Fee Booklet Amendment

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City Manager