

CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of an Agreement between the City of Bellevue and Public Safety Corporation (PSC) for a term of four years plus one option to renew, for False Alarm Billing and Tracking Service in partnership with the Bellevue Police Department.

Steve Mylett, Chief of Police, 452-4334
Beverly Ni, Police Fiscal Manager, 452-4296
Police Department

EXECUTIVE SUMMARY

This Resolution authorizes the execution of a four-year agreement, with one option to renew, with PSC for False Alarm Billing and Tracking Service in partnership with the Bellevue Police Department.

RECOMMENDATION

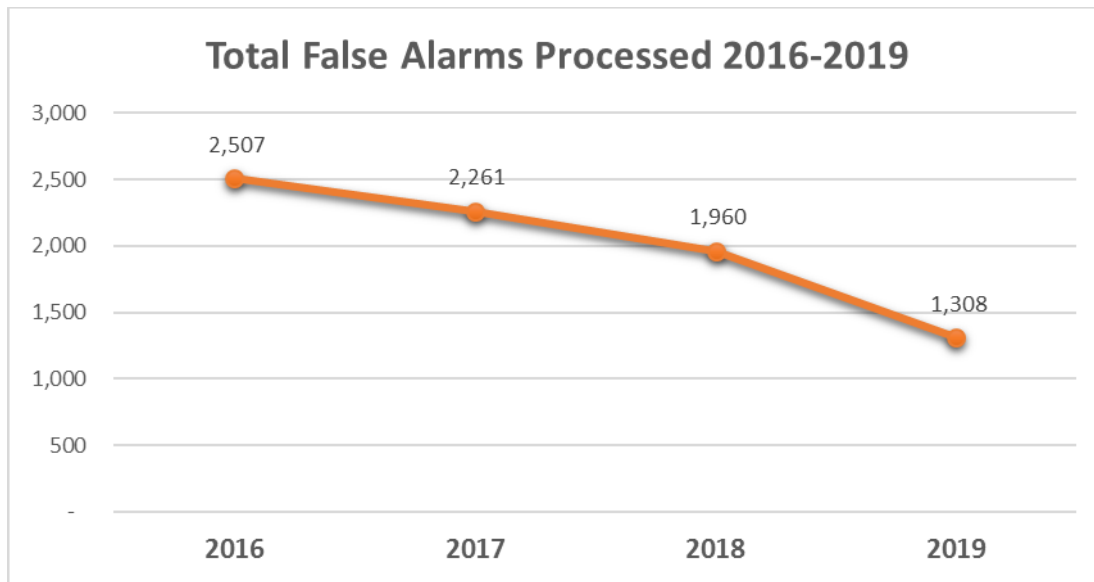
Move to adopt Resolution No. 9663
If approved, effective date: 10/07/2019

BACKGROUND/ANALYSIS

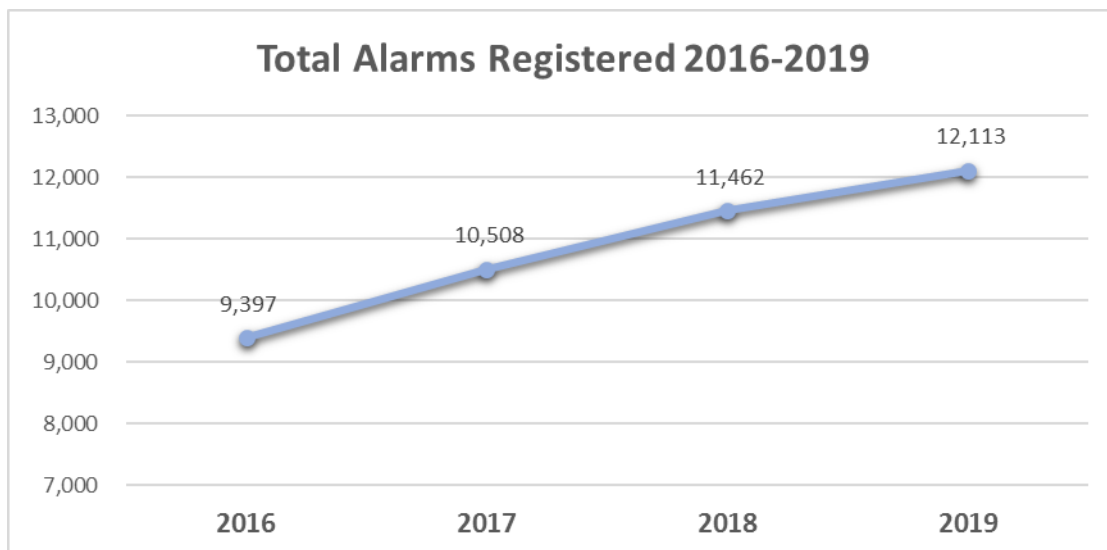
On March 17, 2014, the Police Department presented options to Council to address false alarm management practices. Council supported the option of hiring an outside vendor for implementing and administering a false alarm management program. Ordinance No. 6214 passed on December 8, 2014 established requirements on both alarm service providers and alarm users.

On May 20, 2014, Bellevue initiated a request for proposal (RFP) for a False Alarm Management Program vendor. After review of the evaluation criteria and presentations by a multi departmental team, PSC was the most responsive bidder of the three respondents. Criteria included services provided, industry expertise, cost structure, experience working with municipalities, foreign language options, and prevention education offerings. In May 2015, the City of Bellevue entered into a services contract with PSC to administer a false alarm management program. The Police Department began implementation of the False Alarm Reduction Program (FARP) on July 6, 2015 by educating the public and sending out registration information to monitored alarm users. Actual collection of registration fees and false alarm fines began on October 1, 2015. The City is satisfied with the performance and services provided by PSC.

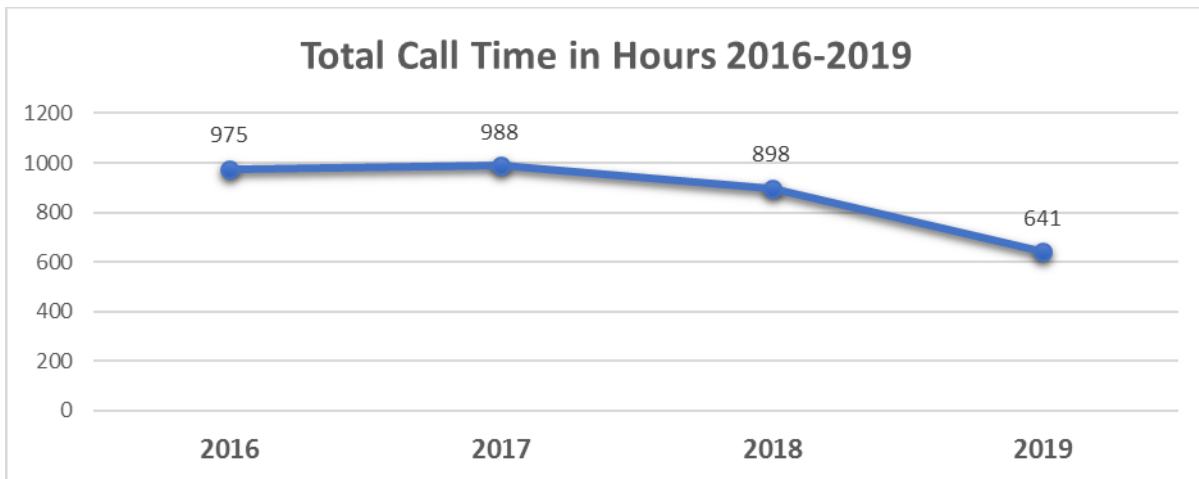
Bellevue has an estimated 12,113 alarm systems registered currently in the City. It's an increase of over 5,000 alarm registrations since beginning of the program in 2015. PSC processes an average of 2,000 false alarms annually. The FARP has demonstrably reduced the frequency of false alarms as shown below:



Over the past four years, the City of Bellevue has benefited from a very successful alarm program which has achieved a 48 percent reduction in false alarm violations and a 29 percent increase in the number of identified and registered alarm systems.



The reduction in false alarms translates to approximately 1,059 hours of patrol time over the past four years, from approximately 1,700 patrol hours to 641, and a savings of over \$69,000 in patrol resources. It is a 62 percent reduction in total patrol hours spent on false alarms since 2014. This allows patrol officers to focus on larger problems such as burglaries, car thefts, and other major crimes.



Through PSC, the City has access to a full range of false alarm services, including but not limited to management and back up of false alarm information in PSC's patented alarm billing system, management of alarm registrations, renewals and billings, and maintenance of a dedicated secure website for citizens and businesses to obtain false alarm reduction educational information, review alarm ordinance and appeal requirements, access and update alarm account information, complete Alarm Awareness Class, and pay alarm fees online if preferred. These unique systems are now familiar to citizens and businesses that register their alarm systems pursuant to City Code.

The City's existing agreement with PSC expires in October 2019. PSC has agreed to enter into a new agreement with the City under the same terms (including pricing) of the existing contract for a four-year term. A competitive exception will be executed for this new agreement in light of the unique patented systems that have now been designed and implemented under the initial contract between the City and PSC and are now familiar to the public.

POLICY & FISCAL IMPACTS

Policy Impact

In 2014, the City Council approved Ordinance No. 6214, repealing Chapter 9.16 (False Alarms) of Title 9 (Health and Safety) of the Bellevue City Code, and restated the Ordinance to establish requirements on both alarm service providers and alarm users, including the requirement to register alarms with the City and pay an annual \$25 permit fee, a new alarm fine structure, and a set appeal process for those who receive notices of violation.

Bellevue City Code

BCC 9.16: It is the intent of this chapter to reduce the number of false alarms occurring within the City and the resultant waste of City resources by providing for corrective administrative action to hold alarm users and alarm companies responsible for proper use of alarm systems.

City contracting policies

The City contracts for services when it is cost effective, the work requires specialized equipment or expertise, or there are factors that render it impractical for City staff to perform the work. The use of licensed or patented goods or services, services requiring existing equipment, programs or systems,

other specialized needs, or items of unique design could warrant an exception to the competitive process. The proposed contract is consistent with these practices and within the City's contracting and purchasing policies.

Execution of the agreement will provide for continuity and stability in the False Alarm Reduction Program for the near future.

Fiscal Impact

This agreement is revenue-based and should not result in any direct expenditures. All alarm fees and fines will be billed and collected by PSC who will accumulate all revenues and remit monthly to the City of Bellevue according to contract terms.

PROPOSED PSC GRADUATED REVENUE SHARING PERCENTAGE (%)

Range of Collections Based on Annual Collection Periods	% of PSC Collections	% of Collections Remitted to Bellevue
0 - \$75,000	29%	71%
\$75,001 - \$150,000	25%	75%
\$150,001 and above	19%	81%

Each month the City will receive 71 percent of the first \$75,000 collected by PSC, 75 percent of the next \$75,000 collected, and 81 percent of amount collected above \$150,000.

All fee and fine payments will be sent to a mutually approved and accessible bank lockbox and, each month, both PSC and the Police Department will reconcile all amounts billed and collected and review the fee calculations and revenue share. Once the report is approved by the City, a monthly electronic transfer will be made to the City bank account for the resulting revenue share amount.

The 2019-2020 General Fund budget assumed false alarm revenue of \$108,000 in 2019 and \$96,000 in 2020. This revenue is derived from the annual \$25 registration/renewal fee and the \$100 per occurrence false alarm penalty (\$200 for a false panic/robbery/silent/burglary/duress false).

OPTIONS

1. Adopt the Resolution authorizing execution of an Agreement between the City of Bellevue and Public Safety Corporation (PSC) for a term of four years plus one option to renew, for False Alarm Billing and Tracking Service in partnership with the Bellevue Police Department.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 9663

AVAILABLE IN COUNCIL LIBRARY

2015 PSC Agreement
Ordinance No. 6214