

Memorandum



CITY OF DALLAS

DATE December 8, 2025

Honorable Members of the Public Safety Committee

TO Cara Mendelsohn (Chair), Jesse Moreno (Vice Chair), Laura Cadena, Maxie Johnson, Jaime Resendez, William Roth, Kathy Stewart

SUBJECT **December 10, 2025, City Council Agenda Item #25-3382A: Service contract with CentralSquare Technologies, LLC for the Police Department**

The following agenda item is scheduled to go before Council on December 10, 2025.

AGENDA ITEM #25-3382A

Authorize Supplemental Agreement No. 4 to extend the service contract with CentralSquare Technologies, LLC (previously Public Safety Corporation) for the processing of applications and renewals of security alarm permits and the collection of fees associated with the security alarm permits and false alarms for the Police Department extending the term from January 1, 2026, to March 2, 2026 - Estimated Net Revenue: General Fund \$583,333.33

BACKGROUND

This Supplemental Agreement will provide for the continued use of CentralSquare Technologies, LLC's security alarm permitting and false alarm management system and administration services for the processing of security alarm permit applications or renewals and collection of fees associated with security alarm permits and false alarms in accordance with City Ordinance No. 26919 - Chapter 15C, Article I of the Dallas City Code.

Dallas Police Department's (DPD) Security Alarm Unit, in conjunction with the Dallas Water Utilities Department (DWU) Special Collection Section, are currently responsible for the administrative oversight of the City's Security Alarm Permitting and False Alarm fee collections. DPD uses the Crywolf system to capture and document false alarm calls and associated fees through the City's Computer Aided Dispatch System (CAD) and is responsible for ensuring alignment with State and City policies. The Crywolf system is utilized for the collection of fees associated with security alarm permit applications/renewals and false alarm calls. DWU reconciles all revenue disbursements received from CentralSquare Technologies, LLC verifying compliance with City Code and policies.

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The vendor's Crywolf system facilitates efficient false alarm management and enforcement for City staff through seamless interface with the City's CAD system allowing access to alarm permit and permit holder data. The vendor's web platform greatly improves the user experience for customers, alarm companies, and City staff.

FISCAL INFORMATION

Fund	FY 2026	FY 2027	Future Years
General Fund	\$583,333.33	\$0.00	\$0.00

Service First, Now!



Dominique Artis
Chief of Public Safety

c: Kimberly Bizar Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors