

Memorandum



CITY OF DALLAS

DATE September 9, 2024

Honorable Members of the Public Safety Committee
TO Cara Mendelsohn (Chair), Kathy Stewart (Vice Chair), Tennell Atkins, Jesse Moreno
Gay Donnell Willis

SUBJECT **September 25, 2024, City Council Draft Agenda Item #24-2757 Service contract with CentralSquare Technologies, LLC**

The following agenda item is scheduled to go before Council on September 25, 2024.

DRAFT AGENDA ITEM #24-2757

Authorize Supplemental Agreement No. 2 to extend the service contract with CentralSquare Technologies, LLC (previously Public Safety Corporation) for the processing of security alarm permit applications and renewals and collection of fees associated with security alarm permits and false alarms for the Police Department extending the term from October 2, 2024 to October 1, 2025 - Estimated Annual Net Revenue: General Fund \$3,500,000.00

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 (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.

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.

DATE September 9, 2024
SUBJECT **September 25, 2024, City Council Draft Agenda Item #24-2757 Service contract
with CentralSquare Technologies, LLC**
PAGE **2 of 2**

FISCAL INFORMATION

Estimated Revenue: General Fund \$3,500,000.00

Should you have any questions or concerns please contact me at (214)



Dominique Artis
Chief of Public Safety (I)

c: Kimberly Bizer Tolbert, City Manager (I)
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Dev Rastogi, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager (I)
Robin Bentley, Assistant City Manager (I)
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
Directors and Assistant Directors