

FALSE ALARM PROGRAM UPDATE

AUGUST 13, 2018





History

- Chapter 14, Article II – Alarm Systems was adopted by the City Commission back in 1987.
- It was amended by the City Commission on January 3, 2017 to include the following:
 - Removed the alarm permit fee
 - Provided for a third party administrator
 - Established service charge schedules for residential and commercial properties
 - Established appeal procedures to be heard by the Special Magistrate.
- The City's program went into effect July 2017.

Service Charge Schedules

Service Type	COFP	SLC	PSL
Residential – 1 st Alarm	No Charge	No Charge	No Charge
Residential – 2 nd Alarm	\$50	\$100	\$100
Residential – 3 rd Alarm	\$100	\$200	\$200
Residential – 4 th Alarm	\$150	\$400	\$400
Residential – 5 th + Alarm	\$200	\$500	\$500
Commercial – 1 st Alarm	No Charge	No Charge	No Charge
Commercial – 2 nd Alarm	\$100	\$100	\$100
Commercial – 3 rd Alarm	\$200	\$200	\$200
Commercial – 4 th Alarm	\$400	\$400	\$400
Commercial – 5 th + Alarm	\$500	\$500	\$500

Service Charges

City of Fort Pierce

Total Amount Billed	\$315,440
Residential (20%)	110
Commercial (80%)	575

Saint Lucie County (no R/C differential)

Total Amount Billed	\$369,485
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Port St. Lucie (no R/C differential)

Total Amount Billed	\$489,200
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Appeals

- Appeal requests are sent to our Alarm Coordinator for review.
- She reviews the appeals and with management's approval
 - Approves the appeal and waives all charges
 - Negotiates a settlement agreement
 - Forwards the appeal to be heard by the Special Magistrate
- To date only 9 appeals have been heard by the Special Magistrate. The remaining appeals have addressed by staff.

Appeals

Service Type	COFP	SLC	PSL
# of Appeals Received	49	94	175
# of Appeals Approved	46	86	169
# of Appeals Denied	3	9	8
% of approvals	95.83 %	91.49 %	96.57 %

	COFP	SLC	PSL
Billing Total	\$315,440	\$369,485	\$489,200
Waived by Admin	\$28,500	\$27,300	\$29,125
% of fees waived	9.03 %	7.39 %	5.95 %



Collections

- Cry Wolf sends a 30, 60 and 90 day notice to the alarm owner.
- If not resolved, the account is sent to the City's Alarm Administrator for review. She attempts to contact the alarm owner and resolve.
- If not resolved after 120 days, the account is forwarded to St. John Cobb Collections.

Collections – since start of program

Total Billed	\$315,440
Total Collected	\$123,575
Total Expenses	\$38,188
Net Revenue (to date)	\$85,387



Questions?