



County of Monterey

Item No.31

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 26-185

June 09, 2026

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Current Status: Criminal Justice - Consent

Version: 1

Matter Type: BoS Agreement

Authorize the County Purchasing Agent or their designee to execute a non-standard agreement between the County of Monterey and PMAM Corporation for alarm permits and support services. This is a revenue-sharing agreement, which shall be effective upon execution for three years and then shall auto-renew for one year terms thereafter until terminated.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Authorize the County Purchasing Agent or their designee to execute a non-standard agreement between the County of Monterey and PMAM Corporation for alarm permits and support services. This is a revenue-sharing agreement that shall be effective upon execution for three years and then shall auto-renew for one year terms thereafter until terminated.

SUMMARY:

Currently, the Monterey County Sheriff's Office (MCSO) Fiscal Division staff manages a database for the Alarm Unit. Fiscal staff registers new alarm customers, sends invoices for alarm registration, collects and posts payments, creates invoices for false alarm charges, responds to false alarm appeals and handles customer service requests in person or via telephone. Managing the Alarm Unit effectively is a full-time job. Due to increasing workload and staffing issues over the years, the Fiscal Division staff can only allocate 1.0 FTE, one full day a week to manage the Alarm Unit. This causes a decrease in revenue as the time does not allow for timely new customer registration, payment reminders, or identifying of missed false alarm incidents. PMAM will automate these processes and include the acceptance of online payments. MCSO would only be responsible for processing false alarm appeals and accepting check payments. This allows the Fiscal Division to focus on other important functions such as budget monitoring, processing invoices, collecting revenue and payroll, all of which has increased over 100% in the last 10+ years.

PMAM was selected to improve false alarm management per the County of Monterey Procurement Manual via the Informal Competitive Bid Process. Improving the false alarm management will greatly improve the timeliness of new customer registration, sending payment reminders, renewals, invoicing, etc.

DISCUSSION:

PMAM will handle all billing in accordance with the County's alarm ordinance, collect payments, and provide comprehensive reports. These reports will include information on permits issued, renewals billed, fees collected, permits inactivated, permits reinstated, and the total number of false alarms. Additionally, PMAM will perform a daily SQL query to extract false alarm calls for service from the

Emergency Communications Database and will store those records on a file server within the county network. PMAM will also send out violation letters, payment reminders, etc. thereby increasing overall efficiency. Customers are billed if there is a response to a false alarm. Customers are not and will not be billed if there is no response to the false alarm. Customers are not and will not be billed for responses to an actual burglary.

PMAM will increase fiscal responsibility by covering all costs associated with software, software updates, data conversion, system maintenance, staffing, and hosting, thereby eliminating fiscal risk. PMAM will also conduct an audit of past alarm records at no cost, identify missed false alarm charges, invoice for those charges, and pursue collections (our current database only provides one reminder on past due invoices, resulting in lost revenue).

PMAM will increase account accuracy by importing all existing permits, balances, and alarm history, and conduct a complimentary audit to identify missed incidents (response to false alarm) and generate invoice(s) for any unpaid amount. The system is designed to block duplicate active permits for the same address unless unique unit numbers (e.g., for apartments) are provided. PMAM will also program the County's alarm ordinance into the False Alarm Management Solutions, which will calculate fees based on permit type, the number of false alarms, and the number of allowable free incidents.

Customer service will be improved since PMAM operates two (2) U.S. based call centers equipped with fully mirrored systems and staff which will improve customer service. In the event one center experiences downtime due to weather or power issues, calls can be rerouted to the other center within 30 minutes. PMAM utilizes an in-house platform that reviews every customer call to ensure politeness and accuracy. PMAM also offers user-friendly websites where residents can apply for and renew permits, download and pay invoices, submit appeals, update keyholder information, and provide dedicated smartphone apps that allow citizens to manage their alarm accounts, make payments, and receive push notifications for new invoices, past-due reminders, and alarm activity. The PMAM support team includes staff members who speak Spanish (33% of the team), offers support through phone, email, and chat in both English and Spanish. All voicemail messages received before 4 p.m. are responded to the same day, and all emails are addressed within 24 hours, further improving customer service.

PMAM will upload the customer list monthly, flag unpermitted sites and use a solution to automate tasks like payment processing, reconciliation, sending of renewal notices, violation letters and payment reminders and customers will be able to submit appeals online with documents which will automatically be routed for review, thereby increasing the overall efficiency of the Alarm process.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS:

The Office of County Counsel has reviewed and advised on this Agreement as to legal form. The Auditor-Controller has reviewed and approved the Agreement as to fiscal provisions. The Treasurer Department has reviewed and approves this Agreement.

FINANCING:

This agreement is a revenue-sharing agreement; the County receives 80%, and PMAM receives 20%.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

The proposed recommended action demonstrates the County's commitment to provide public safety in the County of Monterey.

- ☐ Well-Being and Quality of Life
- ☐ Sustainable Infrastructure for the Present and Future
- ☒ Safe and Resilient Communities
- ☐ Diverse and Thriving Economy
- ☐ Dynamic Organization and Employer of Choice

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Reviewed by: Keith Boyd, Undersheriff, Extension #3859

Approved by: Tina Nieto, Sheriff/Coroner, Extension # 3750

Attachment:

PMAM Non-Standard Agreement

FAQs