

Frequently Asked Questions:

1. Q - How will PMAM increase fiscal responsibility?
Answer – PMAM pays for all software, software updates, data conversion, maintenance of the system and staffing and hosting cost (this eliminates fiscal risk). PMAM will audit past alarm records at no cost, identify missed false alarm charges, invoice them and pursue collections
2. Q – How will PMAM improve customer service?
Answer – PMAM operates two (2) U.S. based call centers with fully mirrored systems and staff, if one center goes down due to weather or power failure, calls are rerouted to the other within 30 minutes. PMAM uses an in-house platform that reviews every customer call checking for politeness and accuracy. PMAM provides a secure, mobile friendly website where residents can apply for permits, renew, pay fines, submit appeals, update keyholder information and download invoices. PMAM also offers 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. PMAM support team includes 33% Spanish speakers, offering phone, email and chat support in both English and Spanish. Also responds the same day to all voicemail call received before 4 pm and all emails are responded to within 24 hours.
3. Q – How will PMAM increase accuracy of accounts?
Answer – PMAM will import all existing permits, balances and alarm history and conduct a free audit to identify missed incidents and generate valid invoices for unpaid amounts. The system blocks duplicate active permits at the same address unless unique unit numbers (e.g. apartments) are provided. PMAM will program the County’s alarm ordinance into False Alarm Management Solutions (FAMS), calculating fees based on permit type, false alarms and allowed free incidents.
4. Q – How will PMAM increase efficiency?
Answer – Alarm companies upload customer lists monthly and the system auto-matches them with County permits to flag unpermitted sites. PMAM uses a solution to automate tasks like payment posting, data entry and reconciliation; the system automatically sends renewal notices, violation letters and payment reminders via mail, email SMS and push notification. Citizens can submit appeals online with documents which are automatically routed to a hearing officer for review.
5. Q – Why did the agency feel it was necessary to establish a contract with PMAM?
Answer – To improve false alarm management, recover costs and ensure accurate contact information.
6. Q – Is the SO suggesting revenues are currently being lost because office isn’t able to complete this work?

Answer – Managing the Alarm Unit is a full-time job, however, the Fiscal Division can only allocate 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 missed false alarm incidents.

7. Q – What data is available related to the volume of false alarm activity, to justify an outside contract for the work?

Answer – It's not just a "false alarm" contract. This vendor will handle every aspect of the alarm unit including registering new customers, sending out invoices, collecting online payments, customer service and management of the false alarm calls. MCSO will only have to collect check payments and process false alarm appeals.