



Staff Report

December 6, 2021 Council Workshop Meeting

Infrastructure Alarm Monitoring Services

Presenter: Steve Wall, Public Works Director

Time Estimate: 10 minutes

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BACKGROUND: The City uses an alarm monitoring company to notify staff of after-hour emergency needs related to the City's infrastructure. Among other services, the primary alarm monitoring needs are associated with the City's water and sewer systems, as well as intrusion and fire alarm panels at some of the City's facilities. For decades, the City had used Advantage Protection (Sonitrol), a local Portland/SW Washington alarm monitoring company to provide both the hardware necessary to support the call-out system and the monitoring services. In 2019, Sonitrol was purchased by Stanley, Black & Decker who is headquartered in Minnesota. With the STEP systems and other complicated utility services the City provides, Stanley, Black & Decker has not been able to provide consistent, reliable services and their location makes it difficult to troubleshoot any problems on the ground.

SUMMARY: Staff researched potential companies to provide remote alarm monitoring services similar to what Advantage Protection has been providing. Because some of the alarms are sent via radio signals with frequencies that are licensed through the FCC, there was only one company in the area that was able to provide the services without the need to replace a significant amount of the radio hardware equipment. The attached proposal has been provided by Guardian Security from Seattle, WA. There are two primary work efforts included in the proposal: purchase and installation of new hardware at specific locations; and three years of monitoring services. Staff has spent a significant amount of time over the last year working with Guardian in an effort to ensure reliable service can be provided.

EQUITY CONSIDERATIONS:

What are the desired results and outcomes for this agenda item?

- Upgrade radio monitoring equipment in select areas of the City and sign a contract with a new alarm monitoring service provider to increase response and reliability in our utility and facility systems.

What's the data? What does the data tell us?

- The City's existing service provider does not understand the complexity of the City's systems and, among other things, routinely mis-directs calls, fails to report alarms, and

fails to provide consistent documentation. Additionally, the cost of the current service provider is approximately \$7,000 more per year than the attached proposed Guardian service agreement.

How have communities been engaged? Are there opportunities to expand engagement?

- N/A

Who will benefit from, or be burdened by this agenda item?

- The City as a whole will benefit from contracting with a new service provider. Guardian is proposing to take an innovative approach to meet the City's needs, utilizing technology to improve and streamline the process for receiving calls from the public and providing documentation of received calls and alarms.

What are the strategies to mitigate any unintended consequences?

- As discussed above, staff has spent months working through the City's processes with Guardian Security and making site visits with Guardian to provide a more comprehensive understanding of the City's systems.

Does this agenda item have a differential impact on underserved populations, people living with disabilities, and/or communities of color? Please provide available data to illustrate this impact.

- N/A

Will this agenda item improve ADA accessibilities for people with disabilities?

- N/A

What potential hurdles exist in implementing this proposal (include both operational and political)?

- N/A

How will you ensure accountabilities, communicate, and evaluate results?

- Staff will be working closely with Guardian to hold them accountable for the services they will be providing, especially during the first year as they get to know our systems better.

How does this item support a comprehensive plan goal, policy or other adopted resolution?

- This item supports multiple goals, policies, and resolutions as it will provide for more reliable service to the citizens.

BUDGET IMPACT: The one-time equipment and installation costs for Guardian to update the City's systems is estimated to be \$21,146. However, because this is a time and materials proposal based on estimates and the actual amount of time needed will not be known until after the work is completed, Guardian and City Staff are recommending a Not to Exceed contract price of \$27,500. This work will be completed under the City's Small Works Roster process for "public works" as defined by State statutes. Staff will use utility maintenance funds and Central Facility funds to support this work.

The two-year monitoring services contract, including leasing of specific radio equipment from Guardian is estimated to cost \$1,774/month, or \$21,288/year. As this cost is approximately \$7,000/year less than the current contract with Sonitrol, the existing budget has sufficient funds to provide these services. Monitoring services would not begin until all equipment has been installed and tested.

RECOMMENDATION: Staff recommends placing the service contract with Guardian Securities on the December 20, 2021 Regular Meeting Consent Agenda for Council's consideration.