



**Columbus, GA**  
**False Alarm Reduction Program**

## Reason for Meeting with the City Council

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- At the City's request, CryWolf is addressing complaints and resolutions that have arisen during the implementation and roll-out of the Columbus False Alarm Reduction Program during its transition from the City management to CryWolf's
  - Chief complaints identified are:
    - Alarm owners feel there was insufficient notification to citizens and businesses about the Columbus False Alarm Reduction Program
    - Delayed billing for false alarms back-logged 6 months prior to processing and invoicing

## Historical Information:

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- Contract Signed with CentralSquare Technologies on December 30, 2019
- Implementation Commenced on January 6, 2020
  - Data Conversion of 30,500 records provided by the City
- Project Go-Live: May 1, 2020
  - All Alarm Users previously registered with the City were sent a New Vendor Letter with CryWolf's contact information
    - All Accounts previously registered with the City were 'Grandfathered In'.
  - If CryWolf was contacted by a Business/Resident stating that they were previously registered, but we had no contact information on file, we reached out to the City for confirmation.
  - Notified 195 Alarm Companies of the Alarm Ordinance and it's requirements

## Historical Information Continued:

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- Alarm Processing Commenced July 2020
- We stopped receiving false alarm files in September 2020
  - Automated export from Motorola CAD stopped sending files to the FTP
- Both sides experienced staff turnover of key players during this time.
- False Alarm Export was brought back online in February 2021
  - On February 11<sup>th</sup>, the password was provided by CryWolf to Motorola CAD to resume sending files to the FTP
  - Back-logged false alarms were processed and billed out to account holders
  - To prevent lapses in processing moving forward, CryWolf now provides False Alarm reports at the beginning of each month to multiple personnel on the City's side.
  - This allows the City to audit the total number of Alarm Calls received and processed as well as review for discrepancies.

## Historical Information Continued:

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- April 2021 the fire & police departments contacted CryWolf to inquire why there were no Fire/EMS False Alarm files reporting in CAD
  - Cry Wolf advised the original contract did not include Fire & EMS False Alarm processing, but upon their request, CryWolf would include the Fire & EMS going forward without requiring an amendment to the contract
  - The CAD export was immediately expanded to include Fire & EMS clearance codes for processing

# Resolutions

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- All outstanding False Alarm fines have been waived from 6/2020-current. Total value waived: \$400,115 in outstanding unpaid False Alarm fines
- Registration fees are not being assessed or enforced until further notice at a time to be determined by the City, but registrations continue to be accepted
- Fire & EMS has been added into the False Alarm processing and CryWolf service package effective immediately in April 2021
- Police and Fire have established October 1, 2021 as the hard date for all resolutions outlined here or in ongoing discussions to be met and for the Columbus False Alarm Reduction Program to resume full and normal operation.

# Alarm Company Client Request Listing

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- Sent Request to Alarm Companies on June 24, 2020 advising them of the ordinance, its requirements, and requesting a client listing
- Sent an Alarm Ordinance reminder to Alarm Companies on March 20, 2021 requesting an updated client listing
  - CryWolf processes excel spreadsheets of Alarm User information provided to us by Alarm Companies and issues permits and invoices to the respective Alarm Users

# How do I Register my Alarm System?

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- Alarm Users can register their Alarm Systems in one of following three (3) ways:
  - By phone at (833) 281-8741
  - By completing a registration form and returning it to us via email: [columbusga@alarm-billing.com](mailto:columbusga@alarm-billing.com) or via mail: PO Box 931713 Atlanta, GA 31193-1713
  - By registering online at our website: <https://www.crywolfservices.com/columbusga>
- Alarm Registration captures the following information:
  - Residence or Business Name
  - Alarmed Location Address
  - Phone Number(s)
  - Email Address if Applicable
  - Contact/Keyholder Information
  - Special Conditions
  - Alarm Company (both Monitored and Installed by)



# Administrative Access

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- City has 24/7 access to CryWolf via the Administrative Portal
  - Portal Functionality Includes:
    - Add/Edit Accounts
    - Account Review
    - Access to 30+ Reports Including
      - ✓ Account Related Reporting
      - ✓ Alarm Company Related Reporting
      - ✓ Escrow Related Reporting
      - ✓ Alarm Call Related Reporting
      - ✓ Financial Related Reporting
    - Data Export sent directly to requested email addresses
  - Unlimited City Employee Licenses