



## POLICE DEPARTMENT

**To: Mayor and Town Council**

**From: Ken Myers, Interim Police Chief**

**Through: Mario Canizares, Town Manager**

**Re: PM AM Corporation Contract for Alarm Management Contract**

**Town Council Meeting – June 23, 2026**

**Strategic Visioning Priority: 4. Provide Excellent Municipal Services**

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**Agenda Item:**

Consider and act upon authorizing the Town Manager to execute a contract with PM AM Corporation for alarm management services, including alarm registration, billing, renewal processing, and false alarm administration utilizing Texas DIR-CPO-5263. (KM)

**Description of Agenda Item:**

The Town of Prosper, including the Prosper Police Department, has negotiated an agreement with PM AM Corporation to administer the Town's alarm management program, including alarm registration, tracking, billing, and renewal processing. The agreement also includes the administration and collection of fees associated with habitual false alarm violations. PM AM provides a web-based false alarm management platform that supports online registrations, renewals, payments, and customer service, which will improve service delivery for alarm users while reducing the administrative burden on Town staff. Other North Texas communities, including Richardson, Allen, and Plano, have utilized similar alarm management services. The use of an outside vendor is expected to improve compliance with the Town's alarm ordinance, enhance cost recovery and related revenue collection, and allow the Police Department's Records Unit to operate more efficiently. Under the proposed cost-sharing arrangement, the Town will retain 80 percent of collected fees, and PM AM Corporation will retain 20 percent.

**Budget Impact:**

There is no direct budgeted expenditure required for this agreement. Compensation to PM AM Corporation will be based on a revenue-sharing model in which the Town receives 80 percent of collected fees and PM AM Corporation receives 20 percent. Revenue generated through alarm registrations and false alarm fines will offset administrative costs and may provide additional revenue to the Town.

**Attached Documents:**

1. Proposed PM AM Contract with the Town of Prosper
2. Texas DIR-CPO-5263

**Town Staff Recommendation:**

Town Staff recommends the Town Council authorize the Town Manager to execute a contract with PM AM Corporation for alarm management services, including alarm registration, billing, renewal processing, and false alarm administration utilizing Texas DIR-CPO-5263.

**Proposed Motion:**

I make a motion authorizing the Town Manager to execute a contract with PM AM Corporation for alarm management services, including alarm registration, billing, renewal processing, and false alarm administration utilizing Texas DIR-CPO-5263.