



STAFF REPORT

AGENDA NO: 9e

MEETING DATE: November 3, 2025

To: Honorable Mayor and City Council

Date: November 3, 2025

**From: Raj Vaswani, Chief of Police – (650) 777-41000
Helen Yu-Scott, Finance Director – (650) 558-7222**

Subject: Adoption of a Resolution Authorizing the City Manager to Execute a Three-Year Agreement with Alarm Program System, LLC for Alarm Program Administration Services with the Option to Renew Services Annually Thereafter; and Increasing the General Fund Budget Appropriation for the Police Department by \$16,000

RECOMMENDATION

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute a three-year agreement with Alarm Program System, LLC (APS) for alarm program administration services with the option to renew services annually thereafter. The agreement includes a revenue-sharing fee structure from permit and permit renewal fees, as well as false alarm fees, with 18% of the revenue to APS, and 82% to the City. The term of the agreement is proposed from November 4, 2025, to November 3, 2028. Staff also recommends that the City Council increase the General Fund appropriation for the Police Department by \$16,000 to cover the cost of the services.

BACKGROUND

The City of Burlingame's alarm program, governed by Chapter 10.10, "Alarm Systems," of Title 10 of the Burlingame Municipal Code, requires residents and businesses to obtain permits for alarm systems and imposes penalties for false alarms, defined as alarm signals activated due to negligence, non-emergency reasons, or system malfunctions requiring police or fire response where no emergency exists. Currently, the program is managed internally by the Police Department with support from the Finance Department, which tracks alarm activations and compliance. This manual process is labor-intensive, relying on outdated systems and limited to identifying alarm users through permit applications or police responses, often missing unregistered accounts. To address these inefficiencies, the City has decided to partner with a third-party contractor to streamline operations, enhance compliance, and improve service delivery.

DISCUSSION

To select a qualified vendor, City staff researched vendors and contacted other agencies to determine possible solutions. Staff evaluated and interviewed the three top firms. The evaluation criteria included vendors' experience, technological capabilities, customer service, and ability to

meet Burlingame's needs for efficient alarm program management. Alarm Program Systems (APS) emerged as the preferred vendor due to its extensive experience and proven success in managing municipal alarm programs. APS has worked with other cities, demonstrating expertise in streamlining processes and improving compliance. Their services include:

- Alarm Registration and Management: A user-friendly, web-based platform for residents and businesses to register and manage alarm permits.
- False Alarm Reduction: Proactive education and enforcement strategies to minimize false alarms and reduce unnecessary emergency responses.
- Compliance Monitoring: Automated tracking and reporting to ensure adherence to the City's Ordinances, with regular performance updates provided to City staff.
- Customer Support: Dedicated support teams to assist users and resolve inquiries promptly.
- Integration with Alarm Companies: Collaboration with alarm providers to ensure accurate permit tracking and compliance.

Additionally, APS has agreed to share costs with the City's computer-aided dispatch vendor, Sun Ridge, to provision and maintain a direct interface that sends false alarm events directly to APS's platform. This integration significantly reduces administrative burden and improves efficiency. APS's proactive approach addresses gaps in the current system, such as unregistered alarms, by working directly with alarm companies. Their familiarity with municipal alarm ordinances and collaborative approach ensures a tailored solution for Burlingame. Staff's evaluation confirmed that APS offers a reliable and efficient solution for the City's alarm program. This partnership will modernize operations, reduce false alarms, and free up staff resources for other critical tasks.

FISCAL IMPACT

The estimated cost for the one-year agreement is about \$16,000. Staff is also proposing to increase the General Fund budget appropriation for the Police Department by \$16,000 to cover the cost. The future cost of the service agreement will be included in the budget development process.

Exhibits:

- Resolution
- Agreement
 - Exhibit A – Proposal dated October 14, 2025