



Memorandum

Memorandum No: 24-067

Date: April 22, 2024

To: Honorable Mayor, Vice Mayor, and Commissioners

From: Greg Chavarria, City Manager


Greg Chavarria (Apr 25, 2024 11:16 EDT)

Re: False Alarm Billing Update

Due to an unavoidable backlog in processing billing, some residents and business owners will soon receive bills for false alarms that took place over the past two years.

Background

The City's transition to a new software program in 2019-20 presented significant challenges for our Police and Fire Departments in processing false alarm billing. Despite internal efforts to improve the system, we enlisted a third-party vendor, PM AM, in January 2023. However, hurdles in the implementation process, such as accessing billing information from our system, caused delays. Consequently, we have accumulated charges over the past two years. The City must now issue bills to our residents and businesses to recoup those charges.

Next Steps

We want to assure you that we are committed to working with all affected parties to mitigate the financial impact as much as possible. We understand the importance of transparency, and we will be communicating this to the community and impacted parties in advance. Community members with questions will be asked to reach out to Theonathan Willson, alarm coordinator for Fort Lauderdale PD, at 954-828-5620 or twilson@flpd.gov.

Please feel free to reach out to Chief Shultz at (954) 828-5591 or wshultz@flpd.gov with any questions you may have.

c: Anthony G. Fajardo, Assistant City Manager
Susan Grant, Assistant City Manager
Thomas J. Ansbro, City Attorney
David R. Soloman, City Clerk
Patrick Reilly, City Auditor
Department Directors
CMO Managers