

FAQs: Alarm Monitoring Program

Program Questions

Question	Will you take on new subscribers?
Answer	Yes, we are now accepting new subscribers.
Question	Several town council members want out of the alarm business. Is this going to be an issue?
Answer	Several council members do feel that the alarm business is better left to the private industry. However, several town council members want to keep the alarm program.
Question	Are we going to advertise in order to increase subscribers?
Answer	Yes, we will be.
Question	How do I become a subscriber?
Answer	You will need to contract an Alarm Technician you trust to install the equipment or reprogram existing equipment in your home. You can use any Alarm Technician that you choose. The Alarm Technician will be responsible for servicing your account. Residential Monitoring Agreements and Alarm Subscriber Information sheets can be filled out at the police department and your account will be created.
Question	What is the cost for monitoring by the Police Department?
Answer	The monthly monitoring fee starts at \$35 per month. The fee schedule can be found in more detail on the Alarm Monitoring page of our website.
Question	Do you provide Paradise Valley Police Alarm Monitoring signs?
Answer	Yes, you can pick them up at the administration window at the Police Department. They are \$4 a sign.

Vendor Questions

Question	Is Dynamark a public or private company?
Answer	Private.
Question	Where are Dynamark's headquarters?
Answer	Hagerstown, Maryland. Dynamark also has a local representative.
Question	What does Dynamark do?
Answer	Dynamark is a monitoring service that typically works with alarm sales vendors to provide monitoring service. Dynamark monitors 70,000 alarm panels nationwide.

Response Questions

Question	Will there be a delay from the time my alarm goes off until I receive a call from dispatch?
Answer	Any delay you may experience cannot currently be quantified. Dispatch makes all attempts to handle calls immediately in the order of call priority.
Question	When an alarm goes off, how long will it take to get a phone call from the police?
Answer	The subscriber should see no difference in the timing of phone calls from police dispatch.
Question	How long will it take police to arrive for an alarm?
Answer	In 2017, our average response time to all alarms was six minutes, 48 seconds.
Question	When the alarm is activated, does it go straight to Paradise Valley dispatch? How reliable is the new system?
Answer	When the alarm activates it will use a telephone line to Dynamark (the third party vendor)

	which will then be automatically routed to the PV dispatch, without human intervention. There will now be several redundancies in place making the service more reliable than it was before.
Question	Will medical alarms and fire alarms remain the same?
Answer	Yes.
Question	Will you call everyone on the contact list until you reach someone?
Answer	Dispatch will attempt to notify you and a call for service will be entered. If responding officers request a responder, additional calls may be made.
Question	What is the current coverage as it relates to square miles per officer (response time concern)?
Answer	<p>We have recently modified several practices, which have positively affected our response times.</p> <ol style="list-style-type: none"> 1. Officers maintain beat integrity so there is always someone in the beat. IF they need to leave their beat they request another officer come to patrol their beat until they return. 2. Secondly, each beat has a substation where the officers can type their reports, use the restroom, and eat their lunch, etc., providing more central services to do their jobs. 3. Lastly, the Town has installed traffic light preemptors so when the officers are running code and come to a light that is red, the preemptor changes the light to green so the officer can get to those calls more rapidly.

Technical Questions

Question	What if there is a fire alarm instead of a burglary alarm? How do you know the difference?
Answer	It will still use the same system for both a fire and a burglar alarm. Your panel sends a different signal for fire versus burglary in order to differentiate between the two alarms.
Question	Is there a redundancy in the system for outages?
Answer	Yes. There are several redundancies at the Maryland location. Dynamark has a backup monitoring facility in Akron, Ohio where the alarm traffic would be routed for uninterrupted monitoring if something happens to the Maryland facility.
Question	Does the system still communicate through the internet?
Answer	Yes, eventually. It first goes through 1-800 numbers as that is the most reliable.
Question	If there is a power outage, will the system still work?
Answer	Dynamark will still be able to receive the panel signals, as Dynamark has generators at their monitoring locations. Your panel will still need power, through either electricity or battery backup, and a way to communicate, in the event of a local power outage.
Question	I have a panic alarm on the keypad and a remote key fob. Will these both be hooked into everything? Will it need to be turned on?
Answer	Yes, the panic alarm pad and remote key will both be attached to the same system and it should be programmed as a 24-hour button meaning it is always on.
Question	Do I have to have Wi-Fi or internet for my alarm to work?
Answer	No, as long as you have a way for your system to communicate, i.e. a landline phone, you will be fine.
Question	What happens if the power in Maryland goes out because the east coast is hit by a storm?
Answer	There are backup generators at Dynamarks facility.
Question	Will your panel show where I am in the house?
Answer	There is no camera monitoring functions to show the interior of the home.

Question	Does the system show the zone?
Answer	Yes, the activation point will be sent to the alarm company/Police.
Question	Can the configuration work through cell phone service as the primary and landline as the backup?
Answer	Yes, the system can work through cell phone service. Generally, the cell phone is the back up and the landline is the primary. If customers go with cell phone service as the primary, it is because they are getting rid of their landline service.

Customer Service Questions

Question	Will I be notified of non-emergency signals, like a low battery?
Answer	If you have an email address on your account you will receive email notifications for non-emergency signals like low batteries and communication failures.
Question	Where do you drop off monitoring cancelation forms or contract forms?
Answer	You can mail them to the police station, drop them off at the police station or submit them online.
Question	What number do I call to reach the police department to cancel a dispatch?
Answer	The number you can call is 480-948-7410.
Question	What do I do if my PVPD alarm sticker has a non-monitored phone number (480-948-7751)?
Answer	Stickers can be provided. The sign should reflect the 24-hour number, which is 480-948-7410.

Town Code Questions

Question	Alarm Town code 9-3-7 changes and clarification?
Answer	Town code has not changed.
Question	What is a false alarm?
Answer	A false alarm occurs when a responder is dispatched and there is no crime, fire or a medical emergency and/or no departmental criminal report is taken because of the alarm.
Question	Will there be a fine for false alarms?
Answer	The first false alarm in a calendar year is free. A Second false alarm in a calendar year, unless it is cancelled before it is dispatched or if there is an actual incident such as a criminal offense, the fire department was needed for a fire, or medical emergency will incur the residence to a false alarm fee of \$100.
Question	One waiver for an alarm fine is a common cause. What is a common cause?
Answer	Common cause means a reason that an alarm system generates a series of false alarms, all of which occur in a 72-hour period and could not be a reasonably corrected before the subsequent activations within the 72-hour period.