



## TOWN OF PARADISE VALLEY POLICE DEPARTMENT

# PRESS RELEASE

05/19/2019

Alarm Analyst, Kim Stiteler  
(480)348-3617

### Police Alarm Monitoring Program Accepts New Subscribers

On Wednesday, May 1st, 2019 during a monthly community event called Coffee with a Cop, Mayor Jerry Bien-Willner and Chief of Police Peter Wingert announced that after more than a 4-year hiatus the Town of Paradise Valley Police Alarm Monitoring program will begin to accept new subscribers. Alarm Analyst, Kim Stiteler, provided safety tips and an overview to residents on the Police Alarm Monitoring (PAM) service.

The Town of Paradise Valley has offered a Police Alarm Monitoring (PAM) service to residents since 1984 but stopped taking on new subscribers to enhance the program's redundancy plan and ensure uninterrupted monitoring service to subscribers. In 2018, Dynamark Monitoring was contracted to house the PAM receivers and provide full redundancy for the local program. The details of the monitoring service gave the Mayor, Chief of Police and several Council Members the peace of mind needed to confidently reopen the PAM service for residents with a sustainable infrastructure and service model for many years to come.

Through the Police Alarm Monitoring (PAM) program, when an alarm activates at a resident's house, the signal is routed to and processed by our dispatch center. This eliminates the middle-man service that alarm companies provide. When our Dispatchers receive your alarm activation they will determine if an emergency response is needed and send out emergency resources as necessary.



*Image courtesy of Council Member Julie Pace*

Residents who wish to become subscribers to the PAM program can stop by the administration window at the Police Department Monday-Thursday 8am-5pm to fill out a Residential Alarm Monitoring Agreement as well as an Alarm Subscriber Information

sheet. The Police Department will provide alarm monitoring services; however, residents will need to contract with an alarm technician they trust to install and service their system. The service is offered on a month-to-month contract with a subscription rate of \$35-\$50 per month. PAM signage is available to all residents for \$4 a sign as a deterrent. Stickers are free. More information on the prices and fees can be found on the Town of Paradise Valley website under the Alarm Monitoring page.

Whether you are a PAM subscriber or have an alarm company monitoring your home, an alarm system is a vital deterrent in preventing burglaries and providing fire and EMS services to your home and loved ones if someone is not able to call 911. To prevent any unnecessary delays in help arriving, it is important to regularly test your system, check doors and windows to make sure they are secure, and keep your contact list updated with your alarm monitoring company.

As of January 1, 2019, residents will receive a false alarm assessment of \$100 for the second and any additional false alarm responses in the calendar year. An alarm response is considered false if the responding officers do not believe there was any attempt to gain entry into the premise. Alarm activations due to unsecured doors and windows, unsecured pets who have free roam of the house, or guests and workers who trip the alarm are still considered a false alarm. For more information on how to prevent these false alarm assessments, you can review the False Alarm Reduction document on the Alarm Monitoring page of the Town's website.

**Remember to always close your garage when not in use, lock your doors and set your alarm. Motion and glass break sensors are an extremely important part of any alarm system. Marking property, and taking inventory of your property, also greatly increases the chance of recovery.** For a Home Security Survey or tips on how to make your home safer, please contact Community Resource Officer Steven McGhee at [smcghee@paradisevalleyaz.gov](mailto:smcghee@paradisevalleyaz.gov)

For the latest information on what's happening in Paradise Valley, follow us on:

Facebook: <https://www.facebook.com/PVPolice>

Twitter: <https://twitter.com/PVPolice>

Website: [www.ParadiseValleyPD.com](http://www.ParadiseValleyPD.com)

File a Crime Tip: <http://tinyurl.com/PVPDTips>

Join our email list: Text PVPD to 22828 to get started.