



# Canby Police Department

## CHANGE IN ALARM PERMIT MANAGEMENT SERVICES

The alarm management software the City has been using will soon be decommissioned by Clackamas County. In preparation, the City began researching alarm permit management companies; and on May 2, 2018, City Council approved the Police Department's recommendation to contract with PM AM Corporation for these services.

PM AM is a national company that offers a comprehensive and unique solution for alarm administration and collection services, and will provide a robust and accessible service framework for the City and our citizens.

### WHAT YOU CAN EXPECT

- **Added Convenience:** Access to a 24/7 self-service secured online citizen web portal to apply for and renew alarm permits, make payments, check false alarm historical information, view unpaid bills, and update contact information.
- Access to Citizen Alarm Permit Education Services through the online portal, to reduce the number of false alarm activations and fines assessed as a result.
- Toll-free number to obtain Customer Service Support.
- Smartphone and Android mobile apps.
- No change or delay in police officer alarm response services.
- No change in your relationship with your alarm company.

Customers will see a slight increase to annual permit fees. Regular alarm permit registration and renewals will increase from \$20 to \$25, and Seniors 65+ will now be charged \$10.

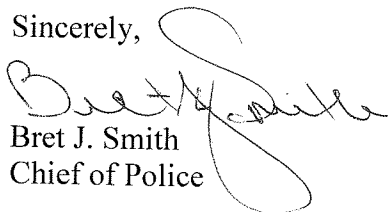
### BILLING

You are receiving this notice because your current alarm permit is scheduled for renewal during the transitional period (June – August). Once PM AM Corporation's services have gone live, your renewal invoice will be sent to you with a corresponding new annual renewal date.

### DO I NEED TO DO ANYTHING NOW?

There is nothing for you to do at this time. More information will be mailed to you from PM AM Corporation.

Sincerely,

  
Bret J. Smith  
Chief of Police

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Our Values  
Service  
Integrity  
Respect

*"Dedicated police professionals committed to the community and the highest standard of excellence and achievement."*