

**OFFICE OF THE CITY MANAGER
LITTLE ROCK, ARKANSAS**

**BOARD OF DIRECTORS COMMUNICATION
AUGUST 4, 2026 AGENDA**

Subject: False Alarm Management Services Contract Renewal with Superion, LLC Submitted By: Finance Department	Action Required: Ordinance √ Resolution	Approved By: Delphone Hubbard City Manager
SYNOPSIS	A resolution to authorize the City Manager to enter into a contract with Superion, LLC, in the amount of \$23,830.00 to renew contract services for Superion to provide False Alarm Tracking and Billing Services.	
FISCAL IMPACT	The contractor shall be paid based on a designated percentage of the revenues the contractor generates. Annual revenues are expected to be approximately \$85,100. Additional savings occur with the reduction in false alarms. The estimated expense is expected to be \$23,830 annually.	
RECOMMENDATION	Adopt the Resolution.	
BACKGROUND	The City's emergency communications system receives approximately 14,000 alarm calls annually with more than ninety percent (90%) of these calls determined to be false alarms. Unnecessary responses consume valuable police resources that could otherwise be dedicated for emergency responses.	