

Frequently Asked Questions

- 1. If a restaurant needs to install 2 outdoor cameras and 6 indoor cameras, how do you calculate the total reimbursement?**

Applicants must get itemized estimates. The Commerce Department will calculate project cost by adding the cost of exterior cameras, installation, DVR unit and any other necessary components for exterior camera system, and reimburse at 50% up to \$3,000. The entire system required for the exterior cameras will be eligible.

- 2. As stated in the Guidelines, what do you mean by "estimate from 2 licensed contractors"? Does it mean the "licensed installer," "licensed company," or both of them?**

Applicants must get multiple estimates (at least two) for each component charged to the project. Estimates must be from businesses licensed to work in Philadelphia.

- 3. Both the Storefront Improvement Program and the Business Security Camera Program can help businesses with the cost of installing exterior security equipment. Which program should we apply to? What is the difference?**

The Business Security Camera Program is available to any business operating anywhere in Philadelphia. Businesses should use the Business Security Camera Program if the business/property owner is only interested in acquiring a security/surveillance camera for the exterior of the business. The max award is \$3,000.

Storefront Improvement Program is able to reimburse the cost of cameras if that improvement is taking place along with façade improvements AND the business provides goods and services on a targeted commercial corridor. The max award (for façade upgrade and cameras) is \$8,000 (single storefront) or \$12,000 (corner or multi-storefront).

- 4. There is a narrow alley behind my business. Residents dump there and homeless people get together there at night. Would the program help us to install camera to monitor my back door?**

Yes, the rear alley is public space.

- 5. I have a rental property zoned as residential. Is my property eligible for the program?**

Sorry, at this time this program is for businesses only.

- 6. Between the two estimates, should we choose one contractor ourselves? If so, are we required/supposed to select the one with lower prices?**

Yes, the applicant selects the contractor(s). If the applicant does not select the contractor with the lower price, the reason for that choice must be explained in the submitted application.

- 7. Can I install the camera myself?**

No, surveillance cameras must be installed by a licensed contractor who is licensed to do work in Philadelphia and has obtained any necessary permits.

- 8. What shall I do if the cameras are stolen after installation?**

Contact your insurance company and the Police to file a report.

- 9. How can I make sure that the Police Department is aware that we have security cameras that have a view of the public area outside of my business?**

Philadelphia Police Department SafeCam program provides an easy way for any owner of a property with cameras to let the Police know by registering online at <https://safecam.phillypolice.com/registration>. Businesses who receive funding through the Business Security Camera program must provide a printout demonstrating that their system has been registered through SafeCam.

10. Is there a way that I can give the Police the ability to log in and view my exterior cameras without having to come to my place of business and retrieve the footage?

The Police Department is in the process of allowing camera owners to provide the ip address of their systems to allow them to view footage remotely. In the meantime, it is required that cameras funded through this program be registered with SafeCam.

11. Does this program reimburse the guaranty and insurance of the cameras?

Yes, if they are included in the estimate and are to be paid upfront to the contractor who has been chosen by the applicant to install the surveillance camera system.

12. What is the general process time to get the approval?

There is an approximate 2-4 week process time for approval. Applicants should not begin work until they have received an approval letter from the City. After the project is complete and the awardee submits documentation for reimbursement, payment will be mailed out in 2-3 weeks.

13. Who has whatever liability that might be associated with the cameras?

The applicant who paid for the cameras has any liability associated with owning and operating the cameras.

14. I cannot speak English and there is only one licensed installer speaking my language in my community. What should I do to get another estimate?

It is in your interest and the City's to get multiple estimates and make sure you are getting the best price. If there is a compelling reason why the applicant has secured an estimate from only one contractor that should be explained with the submitted application.

15. Do I have to buy an IP camera?

The camera must be IP-enabled camera, but does not have to be an IP camera. IP-enabled is a much broader category which should not limit the choices that are commercially available. Analog cameras that meet the other specifications can be approved for this program.

16. Do I have to get the estimates from minority/women or disabled-owned business? Do you have a list?

The Department of Commerce requests that all applicants make a good faith effort to acquire estimates from minority, women, and disabled owned businesses. Below is a list of Philadelphia based companies that do surveillance camera installations and are Office of Economic Opportunity (OEO) registered minority or female owned contractors.

Eastern Telephone & Telecommunications, Inc	610-867-7800	WBE
Final Mile Technology	215-879-7500	MBE
IBS Solutions	215-948-3768	MBE
InVision Security	215-315-3898	WBE
LCN Communications	215-755-1000	WBE
Milligan Group	215-254-5529	MWBE
MJK Electrical Corporation	215-331-5722	WBE
Palura Systems, Inc	215-863-1072	MBE
R.F. Design & Integrations, Inc	215-331-5722	WBE
Tel Dat Communications, Inc	215-855-6364	WBE
Wilco Electronics	215-540-3930	WBE