City of Wylie

Alarm Permit Application

300-100 Country Club Rd. (3rd Floor)
Wylie, TX 75098
Phone: 972-429-8112 ***Temporarily Out of Fax***
Alarmcoordinator@wylietexas.gov

Permit #:

Application Date:

Renewal Date: January 31 each year

○ New Permit ○ Renewal ○ Update

Alarm Ordinance: 38-22 requires the name, business/resident telephone number and the phone numbers of three additional key holders who are authorized and have agreed to receive notification at any time from responding police/fire personnel to come to the alarm site with 30 minutes after receiving such notification. Four key holders maximum maybe listed to attend to the site with a maximum of eight telephone numbers.

Business Resident Name/Keyholder#1:	Home #:	Cell #:
Business Resident Name/Keyholder#2:	**Home #:**	**Cell #:**
If location is a business, list business name:		

Property Address:			
Mailing Address:			
Email Address:		Property Phone #:	
Dog(s) on premise:	○ Yes ○ No	Special and/or Medical alerts:	
Location of dog(s):			

Please enter emergency contact information below. These contacts must have keys to the property.

Emergency Name/Keyholder#1:	Home #:	Cell #:
Emergency Name/Keyholder#2:	**Home #:**	**Cell #:**

Type of alarm:	○ Burglary ○ Robbery ○ Fire ○ Medical ○ Panic		
Audible:	○ Yes ○ No	Silent:	○ Yes ○ No
Monthly Permit Fees:	○ $4.16 Burglary ○ $4.16 for Fire/All others ◉ $8.33 Both		
○ System monitored by the City of Wylie-Direct Alarm Monitoring			
○ Private alarm company notifies Wylie Communications			
Alarm Company:		Alarm Co #:	

I hereby certify that I am the owner or designated agent for the owner of the alarm site shown above and that the information contained herein is true and correct. I understand that I will be responsible for the payment of all fees or charges levied for this alarm. I understand that I will be liable for all expenses incurred by the City of Wylie in the disabling of this alarm, if the system emits an audible signal for longer than twenty (20) minutes. I also understand that the granting of an alarm permit under the City of Wylie Ordinances, Section 38-32, which pertains to the issuance of alarm permits, shall not be construed as an approval or endorsement of any particular brand or type of alarm system. Granting of a permit is intended only to authorize the installation and operation of the applicable alarm system. Alarm capability should be assessed by an alarm company capable of performing such analysis.

Applicant Signature: _____ Date: _____

All information must be complete—Incomplete applications will not be processed and returned to applicant.

If filing electronically, click the following box to acknowledge this your electronic signature. ☐

CITY OF WYLIE

9-1-1

APPLICATION FOR

DIRECT ALARM MONITORING

SUBSCRIBER: _____

ADDRESS: _____

PREMISES OWNED BY: _____

SYSTEM PASSWORD: _____

The above indicated word and/or number sequence is the passcode that will be used by the dispatcher to verify your identity over the telephone when your alarm is activated. When the dispatcher contacts your premise, he/she will ask for the passcode or password. This is the code you will give the dispatcher which should be kept private and be easy for you and/or anyone else operating the alarm system to remember.

COMPANY TO PERFORM DIRECT CONNECTION: _____

PREMISE TYPE: Residence: _____ Apartment/Condo: _____ Business: _____

1. Applicant is responsible to the City of Wylie for all charges and fees in connection with Direct Alarm Monitoring services which include, but are not limited to, the following:

   A. Alarm connection to the City of Wylie (payable to selected security company or the City of Wylie)
   B. Currently there is no monthly fee for Direct Alarm Service
   C. Monthly alarm permit is required

2. The City of Wylie makes no warranty of any kind, express or implied; of merchant ability or fitness for a particular purpose with respect to the subject matter hereof or services to be performed by any alarm business employed by applicant.

3. Applicant agrees to indemnify and hold the City of Wylie, its agents and employees, harmless from any and all claims or damages which may arise by reason of any occurrence attributed to the dispatch, response, police action, installation, operation, alteration, improvement or removal of the applicant's alarm system; except for claims of damages resulting from the willful misconduct or grossly negligent acts or omissions of the City of Wylie, its agents or employees.

4. The City of Wylie does not waive any defense it may have, including sovereign immunity; to any claim or damages arising from any function connected with Direct Alarm Monitoring services performed for applicant.

5. WIRELESS TRANSMISSION SYSTEM AVAILABILITY. Applicant acknowledges that the City of Wylie has advised him/her of the availability of wireless transmission of alarm information in the event of telephone interruption. Applicant acknowledges receipt of such information and disclosure and voluntary accepts or declines such wireless transmission system as set forth below. (Please contact our office about further information on the cost of the installation and fees.)

   Accepts:_____ Declines:_____

THE TERMS AND CONDITIONS CONTAINED ON THE REVERSE SIDE OF THIS AGREEMENT ARE INCORPORATED HEREIN AND BY REFERENCE MADE A PART HEREOF.

6. Applicant agrees to abide by all city codes and ordinances relating to alarm systems.

7. Applicant may cancel Direct Alarm Monitoring service by providing written notification to the City of Wylie Alarm Coordinator thirty (30) days prior to discontinuing such service.

8. It is agreed that the City of Wylie is not an insurer. Insurance, if any, shall be obtained by the applicant and that the payments herein before named as based solely upon the value of the services herein described and unrelated to the value of the subscriber's property or others located in applicant's property; it is not the intention of the parties that the City of Wylie assume responsibility for any loss occasioned by malfeasance or misfeasance in the performance of the services under this contract or for any loss or damage sustained through burglary, theft, robbery, fire or other cause of any liability on the part of the City of Wylie by virtue of this agreement or because of the relation hereby established. From the nature of the services to be performed, it is impractical and extremely difficult to fix the actual damages, if any, which may proximately result from the failure on the part of the City of Wylie to perform any of its obligations hereunder or the failure of the system to properly, operate with the resulting loss to the applicant. If there shall, not withstanding the above provisions, at any time be or arise any liability on the part of the City of Wylie by virtue of this agreement or because of the relation hereby established, whether due to the negligence of the City of Wylie or otherwise, such liability as and shall be limited to a sum equal in amount to the service charge hereunder for a period of six months, or two hundred fifty dollars ($250.00) whichever is the lesser, such liability as herein set forth is fixed as liquidated damages and not as a penalty and this liability shall be complete and exclusive.

9. Applicant agrees to and shall indemnify and save the City of Wylie harmless, its employees and agents, for and against all third party claims, lawsuits and losses alleged to be caused by the City of Wylie's performance, negligent performance or failure to perform its obligations under this agreement.

10. The City of Wylie does not represent or warrant that the alarm system may not be compromised or circumvented; that the system will prevent any loss by burglary, hold-up, fire or otherwise; or that the system will in all cases provide the detection for which it is installed or intended. Applicant acknowledges that the City of Wylie is not an insurer; that applicant assumes all risk for loss or damage to applicant's premises or to its contents; that the City of Wylie has made no representation or warranties, nor has applicant relied on any representations or warranties, express or implied, including any warranty of merchant ability or fitness for any particular use, except as set forth herein; and applicant acknowledges that he has read and understands this agreement which sets forth the City of Wylie's obligation and maximum liability in the event of any loss or damage to applicant.

SUBSCRIBER SIGNATURE: _____ DATE: _____

THE TERMS AND CONDITIONS CONTAINED ON THE REVERSE SIDE OF THIS AGREEMENT ARE INCORPORATED HEREIN AND BY REFERENCE MADE A PART HEREOF.

The Direct Monitoring Application should be returned to:

Alarm Unit
300-100 Country Club Rd. (3rd Floor)
Wylie, TX 75098
972-429-8112
alarmcoordinator@wylietexas.gov

CITY OF WYLIE

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CITIZEN AGREEMENT:

HOME/BUSINESS SECURITY ALARM SYSTEMS

Name: (please print) _____

Address: _____

After reading the information, please initial the spaces provided and sign at the bottom of the form.

_____ **I understand that the City of Wylie requires every home and business with a security alarm system to register with the City of Wylie by completing an alarm permit application.** For the permit to remain active, I must pay the monthly permit fee, which is determined by how the alarm system is monitored. The fees are $4.16/month for a burglary only alarm permit, $4.16/month for a fire, panic, medical, and all other alarm permit, or $8.33/month for a permit that covers all types of alarm monitoring.

_____ **I am aware that the alarm permit allows me up to five free false burglary alarms and three free false fire, panic, medical, and all other alarms within the registration period of one year.** If I exceed the allotted number of false alarms within the one year registration period, I will be billed $50.00 per false alarm for all burglary alarms and $100.00 per false alarm for all fire, panic, medical, and all other alarms. **The registration period begins when the new alarm permit is issued, expires one year from that date, and is automatically renewed until an Alarm Disable Form is submitted.**

_____ **If I choose to disconnect my alarm system, it is my responsibility to inform the City of Wylie of the disconnection by completing an Alarm Disabled Form.** The Alarm Disable Form can be obtained from the Alarm Coordinator located in the Fire Administration Office or by downloading it from the City of Wylie website, http://www.wylietexas.gov/Fire/alarm/Forms/AlarmDisabledForm7-6-07.pdf .

_____ I understand that if I choose to utilize the City of Wylie's Direct Alarm Monitoring program, the City of Wylie will send a representative from the City to deliver yard signs and stickers. **I have been notified that the City's representative is not an alarm technician licensed by the State of Texas and cannot advise me on anything with regards to the programming or usage of my alarm system.** If this type of assistance is needed, a licensed alarm technician should be contacted.

Signature:_____ Date:_____

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AUTHORIZED COMPANIES TO PERFORM DIRECT CONNECTIONS

The companies listed below are participating with the Wylie Communications Department in performing the work necessary to connect your alarm system directly into the police/fire central station. You may choose any listed company, but the cost for the company to perform this service is between the homeowner and the company. Some companies will only perform work on their former alarm systems, so those companies are noted at the end of their listing. We have also provided the company's minimum fees for converting your system to Direct Alarm Monitoring. Unless noted, all listed companies will provide service to an optional backup radio system after the sale, new installation, and connection of said approved backup radio. You are free to use any company of your choice even if they are not listed below, but they **must** be licensed by the State of Texas and will have to contact the Alarm Coordinator, so direct connection procedures can be explained. If you have any questions, please contact the Alarm Coordinator at (972) 429-8112.

Important Note: Please give us at least 24-48 hours to set up the monitoring account, beginning when the paperwork is submitted, before calling a company to schedule an appointment. Please have the brand name and model of your current alarm system prior to scheduling the appointment. This can normally be found on the control panel of your alarm system. You will also need to contact the company who installed the alarm system to obtain the installer/lockout code prior to the appointment.

Liberty Sound & Security
P.O. Box 982
Wylie, TX 75098
(972) 429-9478
Contact: Tony or Autumn

FEES
Residential $100.00 minimum
Commercial $125.00 minimum
Maintenance Agreement $8.00/month
covers parts and labor.
Digital Backup Radio $199.00-$99.00
Radio Service $12.00/month

Apex Protection Services
5034 Branch Hollow Dr.
Garland, TX 75043
(972) 567-7475

Contact: Shane Turner

FEES
Residential $150.00 minimum
Commercial $200.00 minimum
Maintenance Agreement not available

Fire Safety Solutions
3320 Towerwood
Farmers Branch, TX 75234
(214) 217-3774
Contact: Todd Brewster

FEES
Residential & Commercial
$300.00 - $400.00 minimum
Maintenance Agreement
not available.

Hi-Def Electronic Solutions
301 Brackebill Hill Dr.
McKinney, TX 75071
Phone:469-877-4107
Fax: 214-592-9319
Contact: Mack McCorkle

FEES
Residential $150.00 minimum
Commercial - contact for quote.
Fees dependent on site evaluation
and devices required.
Maintenance Agreement for service
$5.00/month with a $25.00 trip fee.

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CANCELLING ALARM RESPONSE UNITS

Effective 2/28/05, the City of Wylie changed the way it handles incoming direct alarms. This change will better serve the citizens and avoid escalating false alarm charges.

When an alarm is set off, 911 Communications will attempt to call the residence. If the resident cannot be reached, the police will be dispatched to the location whether or not a cancel is received. If after the police have been dispatched, the resident makes contact with 911 Communications and gives the proper passcode/password, police will be cancelled.*

Even though every attempt will be made to contact the resident, sometimes the phone line will be busy or will have alarm tones sounding due to transmission of alarm signals over the phone line. **In the event the dispatcher is unsuccessful at reaching the resident, the resident must call the 911 Communications department at 972-442-8171 to ensure emergency units are cancelled if it is a false alarm.** This is important because if police units arrive on scene, it will count as a false alarm. If the resident exceeds five false alarms within a permit year, the resident will be billed $50.00 per false alarm after that until the permit renewal date.

As a reminder, if the dispatcher reaches you by telephone and you feel threatened, give an **INCORRECT** passcode/password to the dispatcher, so the dispatcher will dispatch emergency units to your residence/business.

If you have any questions, please don't hesitate to call.

*911 Communications personnel have the discretionary option of dispatching police at any time if they feel circumstances warrant a response.

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DIRECT MONITORING EMERGENCY INSTRUCTIONS

Effective June 14, 2004, the Wylie Communications Division has implemented a new procedure regarding direct alarms to better protect the citizens of Wylie that are directly monitored by the City.

Under a normal situation, such as a false alarm, the 9-1-1 operator will contact you via telephone. After you answer the phone, the dispatcher will ask if everything is okay. After identifying your alarm call as false, the 9-1-1 operator will ask you for your password to verify your identity. At this time, you would give the dispatcher your **CORRECT** alarm passcode/password.

In the event of an emergency where you are unable to verbally inform the 9-1-1 operator of the urgent situation, such as a robbery—when an intruder is already inside your home or business. After the 9-1-1 operator calls to ask if everything is okay, please make sure to give them an **INCORRECT** or **FALSE** passcode/password. The dispatcher will act as though you gave them the correct code and immediately dispatch officers to your residence/business.

If you have any questions regarding this policy, please contact the Alarm Coordinator at the phone number or address provided below.

In some situations, you may need to contact City of Wylie Dispatch directly for a non-emergency situation, such as a false alarm. For all non-emergency situations, please contact our 9-1-1 operators at 972-442-8171, and they will be glad to assist you.

Thank you for choosing City of Wylie Direct Alarm Monitoring.

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IMPORTANT INFORMATION

In order to aid the process of converting your alarm system to the City of Wylie Direct Monitoring, we have developed this important information sheet. If you would like a more detailed explanation or have any questions regarding the conversion process, please contact the Alarm Coordinator at (972) 429-8112. We thank you for the opportunity to provide you with this service.

1) Please get the "lock-out" code to the alarm control panel prior having it converted to direct monitoring, so it can be given to the alarm technician that programs your alarm. If the control panel is not set to the default or you cannot get the "lock-out" code from the company that installed the alarm system, conversion costs can sometimes increase significantly.

2) Please get the model type of your alarm system prior to having it converted to direct monitoring, so it can be given to the alarm technician that programs your alarm. You will not find the actual word "model" anywhere on the alarm system and may have to open the control panel to get the model number. Manufacturer manuals are also a good reference for this information. Manuals should have been given to you at the installation date and will also provide you with information regarding warranties, repairs, etc.

3) If you are **not** currently monitored, you will need to check your alarm system to verify that it has been powered up and confirm that a green light is showing. If the system has not been powered up before, please contact the installing company and schedule a time for them to come out and ensure your alarm system is in good working service prior to scheduling a conversion. Please be aware that once the alarm system is being monitored by anyone other than the company that installed the alarm, the installer will no longer warranty the alarm system. The alarm may have a manufacturer's warranty, so check the manual for more information

4) If you are currently being monitored, it is imperative that you speak to your monitoring company and verify that you are **not** under contract. Many alarm companies have a clause in your agreement that allows them to automatically renew contracts. If you find that this is the case, most companies require a thirty (30) day cancellation notice and should be completed prior to the alarm conversion.

5) If you are switching monitoring companies and have a maintenance agreement with your current provider, please follow these money saving steps prior to giving them your cancellation notice. If the control panel does not show a green light or does show a yellow light, please contact your current provider, because this indicates that there are system problems requiring repair under the maintenance agreement. Any necessary maintenance or repairs should be completed before converting to direct monitoring. These steps will save you money, since any company that you decide to utilize will charge you for additional work, such as parts and labor, which could have been completed for no extra charge under your current maintenance agreement.

CITY OF WYLIE

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PREVENTING FALSE ALARMS

The City of Wylie's False Alarm Ordinance was instituted to assist in providing a safer environment for everyone and requires owners of monitored security systems to register their system with the City. An alarm permit is required of all monitored alarm systems within the City of Wylie.

Registering your system by purchasing the alarm permit does not relieve you of your responsibility to properly maintain and use your alarm system. This permit **does** provide you with five, no fine false alarms, in a rolling twelve month period for burglary and an additional five, no fine false alarms, in a rolling twelve month period of all other types (fire, EMS, etc). Six or more false alarms, within a rolling 12-month period will result in fines.

An alarm owner can follow a few tips to prevent excessive false alarms and unnecessary emergency dispatch service:

- **Before activating your alarm system, make sure all protected windows and doors are locked.** Wait a few moments to ensure the alarm system is properly armed. When you leave, make sure the door is tightly closed.

- If the alarm goes off accidentally, enter you security code carefully. **Call your alarm company; or if you are a Direct Alarm Monitored customer, please call the Wylie Communications Center at 972-442-8171.** Give the proper personal identification passcode/password you chose on the Direct Alarm Monitoring application. **Do not leave the premises until you have made contact with emergency services.**

- Drafts may cause movements of plants, curtains, signs, balloons, holiday decorations and/or other things which may be detected by motion detectors, setting off your alarm system. Other movements that motion detectors may pick up are pets. **If you have pets, be sure to talk with your alarm installer about proper placement of motion detectors or restrict your pets to rooms without motion detectors.**

- **Have all loose fitting doors and windows with sensors tightened.** A loose fit may break the sensor contact, even without opening the door/window.

- **Make sure everyone with a key to your home or business knows how to operate the security system.** This may include: children, neighbors, relatives, house guests, temporary employees, repairmen, cleaning service, and other maintenance people, etc. Many systems will allow you to assign separate access codes for temporary users. For more information on this process, refer to your owner's manual.

- **Have all users practice canceling an accidental alarm.** During practice alarms, call your alarm company **first** to advise them you are testing your alarm.

- **Testing your system is very important. Alarm systems should be tested once a month.** Once again, **first** contact your alarm company and tell them you are testing the system. This will ensure emergency units are **not** dispatched to your location. **It is also necessary to call your alarm company after the test is completed, so emergency units will be dispatched if the alarm is activated after the test.** It is important to test your system if you have upgrades/repairs completed on items such as your phone line, coaxial cable, home renovations, or addition of a new user. **If your alarm system does not work properly after upgrades/repairs are completed, you should contact your security provider.**

If you have additional questions about preventing false alarms or the City of Wylie's registration process, please feel free to contact the Alarm Coordinator at 972-429-8112.

If you are a Direct Alarm Monitored customer and would like to test your alarm system or would like to notify them of a false alarm, contact the City of Wylie Communications Center at 972-442-8171.