

Do you want to save time and money?

Direct Alarm Monitoring offered by the City of Wylie saves time and money. Your alarm system can be set up to send alarms directly to 9-1-1, cutting out the middle man, and getting help to you and your loved ones faster with no monthly monitoring fees.



DIRECT ALARM MONITORING

City of Wylie



City of Wylie
Fire Administration

Primary Business Address:
2000 N. Hwy. 78
Wylie, TX 75098

Phone: 972-429-8112
Fax: 972-442-8113
Email: alarmcoordinator@wylietexas.gov



Direct Alarm Monitoring with the City of Wylie saves time and money.

What is Direct Alarm Monitoring?

Direct alarm monitoring with the City of Wylie is the same service you might pay for with a private contractor, except better.

If you currently are paying a private contractor to monitor your home, here is how it works. The alarm system notifies the alarm company, the alarm company calls 9-1-1, the 9-1-1 dispatcher dispatches units, the alarm company makes contact with the home owner.

With direct alarm monitoring, your system is directly connected to the 9-1-1 system. A 9-1-1 dispatcher receives the alarm, the 9-1-1 operator dispatches police and/or fire, and then makes contact with the home owner.

As you can see, with direct alarm monitoring the middleman is cut out of the process. Which in turn allows emergency services to respond more rapidly to your home and family.



Alarm Permit

Every alarm owner must apply for an alarm permit. Permit applications may be acquired on-line or through fire administration.

The cost of the annual permit fee is \$50 to \$100 depending on the type of monitoring being utilized. The permit fee is added to the home owner's water bill at a rate of \$4.17 or \$8.33 per month.

Direct Alarm Monitoring Fees and Charges

Alarm companies charge an average fee of \$30.00 per month to monitor home alarm systems. With direct alarm monitoring there is no additional fee for monitoring your system above and beyond the monthly permit fee. Utilizing direct alarm monitoring the average savings per household is \$360.00 per year! There is a one-time conversion fee to set-up the system to notify the City of Wylie's alarm system. The average conversion price ranges from \$100 to \$150.

Proprietary systems are not compatible. All alarm system repairs are the responsibility of the home owner.



How do I get started?

Signing up for direct alarm monitoring is easy.

- ◆ Download the forms from the city website at www.wylietexas.gov/fire/alarm_monitoring.php
- ◆ Pick up the forms at the offices of fire administration or city hall
- ◆ Call the alarm coordinator at 972-429-8112 and we can mail or email them to you

After the completed forms have been turned into fire administration, fire administration will set up your account and notify the company of your choice your system is ready for conversion.