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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.**