



9-1-1

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.

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