



9-1-1

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.

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