



City of Dallas Alarm Permit Application For Burglar and/or Holdup/Panic/Duress Alarm Systems

Please Print. The application will be returned if not filled out completely.

NEW, RENEWAL AND REINSTATEMENT PERMIT FEE SCHEDULE:

- | | |
|--|--|
| <input type="checkbox"/> Residential Alarm Site - \$ 50.00 | <input type="checkbox"/> Apartment Complex Master Permit - \$ 50.00 |
| <input type="checkbox"/> Commercial Alarm Site - \$ 100.00 | <input type="checkbox"/> Residential Unit in Apartment Complex - \$ 50.00 |
| | <input type="checkbox"/> Apartment Complex Nonresidential Areas - \$ 50.00 |
- (For example: office, gym, equipment room, common areas, etc.)

TYPE OF APPLICATION (check one)

☐ New Permit - Date of Occupancy: _____ ☐ Renewal - Permit# _____ ☐ Reinstatement ☐ Update Information (no fee)

PERMIT HOLDER INFORMATION/ALARM SITE INFORMATION (For businesses in shopping centers, use the street address, **NOT the name of the shopping center**. Also, if the alarm site is known by multiple street addresses, provide a list of all of the addresses with this application.)

Name of Resident or Business Name (D.B.A.) at Alarm Location

Drivers License # / Government-Issued photo ID card # /
or Federal Tax ID # (if a business)

Street #	(N, S, E, W) Street Name	St. Designation (St., Ln., Blvd.)	Suite/Apt. #	Zip Code
E-Mail	Business Phone #		Alternate Phone #	

PERMIT HOLDER MAILING ADDRESS (Complete this section if the mailing address is different from the Alarm Location)

Street #	(N, S, E, W) Street Name	St. Designation (St., Ln., Blvd.)	Suite/Apt. #	City, State
Zip Code				

PRIMARY CONTACT: (An individual who is **locally** responsible for responding to alarms and giving access to the alarm site and who is responsible for proper maintenance and operation of the alarm system and payment of fees. The primary contact will be considered the person in control of the alarm system and may be issued citations personally and on behalf of the permit holder for violations of Chapter 15C of the Dallas City Code.)

Primary Contact's Drivers License # or Government-Issued photo ID card #

Primary Contact's Last Name	First Name	Middle Initial
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Alternate Street Address Where Primary Contact May be Contacted (If Applicable)

Street #	Street Name	City	State	Zip Code	Home Phone #	Business Phone #
E-mail					Cell Phone #	

SECONDARY CONTACT: (Another person who is able to respond to alarms and can give access to the alarm site.)

Last Name	First Name	Home Phone #	Business Phone #
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ALARM SYSTEM INFORMATION: ☐ BURGLAR ALARM ☐ ~~HOXOUP~~ PANIC/DURESS ALARM ☒ COMBINATION

ALARM COMPANY NAME (IF NOT A SELF-INSTALLED SYSTEM) ~~SELF-INSTALLED SYSTEM~~ **ALARM COMPANY STATE LIC. #** _____

I have read the completed application and know the same is true and correct and hereby agree that if a permit is issued, I will comply with all provisions of Article I, Chapter 15C of the Dallas City Code and applicable State Laws. I accept responsibility for payment of all fees and fines that may result from the operation of the alarm system servicing the above premises. I have read the information provided on the back of this application.

SIGNATURE OF PERMIT HOLDER: _____ **DATE :** _____
(IF PERMIT HOLDER IS NOT AN INDIVIDUAL, THE SIGNATURE OF THE PRIMARY CONTACT IS REQUIRED)

Mail completed application and permit fee payable to:

City of Dallas
Security Alarms
P. O. Box 139076
Dallas, TX 75313-9076

THE CHIEF SHALL REFUSE POLICE RESPONSE TO ANY BURGLAR ALARM SITE THAT DOES NOT HAVE A VALID ALARM PERMIT.
[Section 15C-2(b), Dallas City Code.]

*To receive your alarm permit number immediately, bring the completed permit application and permit fee to the Special Collections Section, 1500 Marilla Street, Room 2DS, Monday - Friday, excluding holidays.
For additional information or assistance in completing this application, please call the Special Collections Section at (214) 670-3438.*

HAVE YOU ENCLOSED YOUR PAYMENT?

REVISED 05/05/2009

Prevent False Alarms!!!
You Will Be Charged a Service Fee For Police
Response to Each Excessive False Alarm.

False alarms prevent police from attending to real emergencies and waste our valuable police resources as well as erode the effectiveness of alarm systems. Resolving and preventing false alarms is a joint responsibility of the alarm user and the alarm company. Identify the cause of every false alarm and contact your alarm company for alarm system maintenance and/or additional training in how to properly use the alarm system.

The alarm company that has a contract with you is required by Dallas City Code to train you in the proper use of the alarm system as well as provide you with a complete set of written operating instructions for the alarm system. The company is also required to provide you with guidelines on how to avoid false alarms. If your alarm company has not complied with these requirements, please telephone them immediately.

GENERAL INFORMATION:

THE CHIEF SHALL REFUSE POLICE RESPONSE TO ANY BURGLAR ALARM NOTIFICATION FROM AN ALARM SITE THAT DOES NOT HAVE A VALID ALARM PERMIT. [Section 15C-2(b), Dallas City Code.]

An alarm permit will be revoked if:

1. False information is submitted on the permit application.
2. Permit holder fails to make timely payment for a service fee.
3. Eight or more false alarm notifications within a twelve month period.

An alarm permit renewal notice will be mailed to you thirty days prior to the expiration date. If you move, you must inform our office immediately so your permit can be canceled. An alarm permit cannot be transferred to another person or different address. A permit holder shall inform the police department of any change that alters any information listed on the permit application within two business days. A service fee is assessed for each false burglar alarm notification in excess of three within a 12-month period and for each false holdup, panic, or duress alarm notification within a 12-month period. The issuance, renewal, or reinstatement of an alarm permit does not affect the calculation of false alarm notifications within a 12-month period.

An alarm notification is designated as false when the responding officers do not find evidence of a criminal offense or attempted criminal offense.

ALARM PERMIT HOLDER RESPONSIBILITIES:

1. Maintain premises containing an alarm system in a manner that ensures proper operation of the alarm system.
2. Maintain the alarm system in a manner that will minimize false alarm notifications.
3. Respond or cause a representative to respond within 45 minutes when notified by the city to repair or deactivate a malfunctioning alarm system, to provide access to the premises, or to provide security for the premises.
4. Not intentionally activate an alarm for a reason other than an occurrence of an event that the alarm system was intended to report.
5. Adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal will sound for no longer than 10 minutes after being activated.

A PERSON WHO VIOLATES A PROVISION OF THIS ARTICLE IS GUILTY OF A SEPARATE OFFENSE FOR EACH DAY OR PORTION OF A DAY DURING WHICH THE VIOLATION IS COMMITTED, CONTINUED, OR PERMITTED. EACH OFFENSE IS PUNISHABLE BY A FINE OF NOT MORE THAN \$500 AND NOT LESS THAN: (1) \$200 FOR THE FIRST CONVICTION; AND (2) \$250 FOR THE SECOND AND EACH SUBSEQUENT CONVICTION. [Section 15C-16(b), Dallas City Code.]

I, THE ALARM USER, HAVE READ AND UNDERSTAND THE ABOVE INFORMATION AND I KNOW THAT I WILL BE PAYING UPFRONT FOR THE ALARM PERMIT. I, THE ALARM USER, UNDERSTAND THAT THIS PERMIT RENEWS YEARLY AND I SHALL RENEW THE ALARM PERMIT WHEN I'M NOTIFIED BY THE CITY OF DALLAS.

Alarm User _____
Signature Date

Protect America, Inc. False Alarm Prevention Program

What is a false alarm?

A false alarm is defined as any signal that elicits a response by police, fire or emergency medical services for which there is no evidence of criminal activity, fire, or medical need to justify an emergency response. This simply means that if emergency personnel respond to an alarm activation and, after investigation, find no evidence that criminal, fire, or medical activity either had occurred or was occurring, the emergency response personnel will designate the alarm signal as a false alarm.

With an estimated 25% yearly increase in alarm systems nationwide, emergency responders are becoming overwhelmed with false alarms. This is resulting in stricter ordinances, severe fines and limited or no response policies.

It is your responsibility to prevent false alarms. Help us reduce false alarms through the proper use and maintenance of your alarm system.

Major causes of false alarms are:

- User error.
- Unlocked or loose doors or windows.
- Kids, neighbors, visitors, repairmen, and employees.
- Cleaning crews.
- Pets.
- Equipment malfunction.

Before you activate your alarm system:

Anyone who uses the security system needs to be fully educated on its proper operation. This may include children, neighbors, domestics, cleaning crews, caretakers, realtors, employees, and temporary staff.

- Make sure you securely close and lock all protected doors and windows.
- If you are leaving your home or business make sure the door you leave by is closed tight.
- Keep pets, balloons, fans, heaters, plants, etc. away from motion sensor areas.
- Know and rehearse the process to cancel an accidental alarm. Anyone with your key should know this process.
- Know how much time you have after you arm your system to leave and to disarm your system when you enter.

What to do if you set off your alarm by accident:

- First, don't panic. Carefully enter your disarm code to reset you system.
- **Call the central monitoring station, 877-274-0604, immediately.**
- Tell them you had an accidental alarm activation and cancel the alarm dispatch. **Do not leave your home or business until you have talked with your monitoring station.**
- Do not call 911 to cancel an alarm activation. You must call the monitoring station.
- You can arrange to have the monitoring station call you or another designated person BEFORE the police, fire, or medical personnel are called whenever your alarm is activated. Then if you are aware of a problem with the system you can cancel the alarm dispatch.

I, THE ALARM USER, HAVE READ AND UNDERSTAND THE ABOVE INFORMATION.

Alarm User _____
Signature Date

False Alarm prevention

With people:

- Train your emergency contacts with keys on complete system operation.
- Instruct domestics or repair persons on how to fully operate your system.
- Use deadbolt locks.
- Expand your protection with an alert neighborhood watch.

Avoid conditions that can trigger your alarm

- Tighten loose fitting doors or windows. Loose fitting doors or windows can affect any attached sensors.
- Keep doors and windows locked when the alarm is "ON" to reduce the chance that friends, neighbors or customers can enter and activate the alarm.
- If you have pets purchase an alarm system that is tolerant of pets (pet immune). You may not want to purchase motion detectors if your pets have free run of the house when the alarm is on. Barking dogs can activate glass break detectors under certain conditions.
- Mylar balloons.
- Drafts that move plants and curtains.

At your business watch for these pitfalls that may activate your alarm:

- Swinging doors or windows.
- Banners or signs.
- Mylar balloons.
- Plants or curtains caught in drafts.
- Seasonal decorations.
- Stacked items such as boxes that may fall setting off motion detectors.
- Unsupervised guests.
- Untrained, unaware, or careless employees.
- Alarm equipment, such as motion sensors or overhead door magnets being hit by forklifts.

Contact Protect America, Inc @ 800-951-5111:

- To test your system monthly.
- If you plan home improvement or renovation projects, such as the configuration of a room, adding a wall, rearranging cubicles, installing skylights, ceiling fans, changing phone systems or service such as call waiting, VoIP, use of DSL, cable modem or fax line, etc.
- If you plan to fumigate.
- If you plan to change your alarm system batteries causing an interruption in you system's power supply.
- If you get a pet.
- If you hire a private contractor (domestic help, cleaning crew, Realtor, etc.).
- If you change your phone numbers.
- To keep your emergency contact information updated.

False Alarms

- Divert emergency resources away from true emergencies.
- Are a nuisance to you and your neighbors.
- Make your security system less reliable.
- Cost you and your community money.

You can make a difference and be part of the solution!

I, THE ALARM USER, HAVE READ AND UNDERSTAND THE ABOVE INFORMATION.

Alarm User _____
Signature

_____ Date

ALARM INSTALLATION NOTIFICATION

Address of installation _____

Permit Number _____ Date of Install _____

Resident or Business Name _____

Phone Number _____ Secondary Phone _____

The customer was made aware of the requirements under Dallas City Ordinance 15c.

Information was provided, as part of the Protect America, Inc. False Alarm Prevention Program information sheets, on what to do to cancel an alarm.

Alarm user knows that an installation manual will be provided with the system and the times that the customer can call in and have someone walk them through the installation of their alarm system. Alarm user knows that at that time he or she will receive additional training on how to operate the system. Alarm user knows that complete copies of written operating instructions for the system will be provided with the system.

The alarm system at this address will be self-installed by alarm user.

I hereby certify that I have read the above information and I am aware of the requirements of Ordinance 15c.

Signature of Homeowner/Business Owner listed as Permit Holder

Fax back with completed alarm permit application, signed alarm ordinance summary and False alarm prevention information. Fax Number: 512-246-7218