

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.]