

Frequently Asked Questions

Are false alarms a problem?

Yes, they are. Each year, on average, approximately 96% of the requests for police or fire Department response to an alarm system in Wichita are false.

What does the City hope to accomplish by enforcing the false alarm ordinance?

The City wants to substantially reduce the number of false alarms that occur in Wichita, which will allow the police and fire departments to use their resources more effectively.

What is the effective date for the ordinance?

The current alarm ordinance was placed into effect on October 1, 2014.

Who is required to have an alarm permit?

Everyone inside the City limits who have an alarm system which is monitored by an alarm company is required to register their alarm system. Government and Federal Government buildings are exempt from paying the registration fee but must register their alarm system. Alarm users with medical alarm systems designed to request emergency medical personnel only are not required to register with the City unless the system is used for any other purpose.

How do I register my alarm system?

Each alarm user must register their alarm system(s) with the City of Wichita online at <http://www.crywolfservices.com/wichitaks> within five (5) business days of installation. If there are multiple alarm systems at the same location, each system is required to be registered separately. If no computer or internet access is available, please call (877) 888-1355 for assistance, Monday – Friday 9:00 AM – 5:00 PM.

What is the cost of the alarm registration?

The cost of an alarm registration is \$25.00 per permit.

Do I need to notify the Alarm Administrator if I cancel my alarm system or move to a new address?

Yes. If you cancel your alarm system, please call (877) 888-1355 to have your permit closed. Permits are non-transferrable. Any change of address or ownership of an alarm system will require a new permit to be registered, and shall be required to pay the \$25.00 permit fee.

If I don't register my alarm, does that mean the City of Wichita Police Department won't respond if my alarm is triggered?

If the Police or Fire Department respond and you are not registered, a notice will be mailed reminding you to register your alarm system. Any subsequent false alarms that occur on an unregistered location after notification of the need to register will be assessed a \$150.00 penalty in addition to the regular false alarm fee.

How much are the fees assessed for each false alarm?

| Number of Alarms | False Alarm Fee – Security Alarms | False Alarm Fee – Fire Alarms |
|------------------|-----------------------------------|-------------------------------|
| 1 | Free | Free |
| 2 | \$40.00 | \$100.00 |
| 3 | \$40.00 | \$100.00 |
| 4 | \$60.00 | \$150.00 |
| 5 | \$60.00 | \$150.00 |
| 6 | \$120.00 | \$300.00 |
| 7 – 9 | \$200.00 each | \$500.00 each |
| 10+ | \$350.00 each | \$750.00 each |

Where do I send my check or money order?

The mailing address is:
Wichita Alarm Program
PO Box 1162
Wichita, KS 67201

Can I pay the fees online with a debit or credit card?

Yes. Payment may be made online at the following website: <http://www.crywolfservices.com/wichitaks>. To access your account online you will need your account number and password. If you do not have your account number and password, please call (877) 888-1355 for assistance. To pay online follow the steps below:

1. Go to "Registered Alarm Users" and sign in.
2. Select "Pay by Credit Card" from the menu on the left.
3. Select the invoice(s) you wish to pay. Invoice(s) **MUST** be paid in full.
4. Enter your credit card information and then click "Submit".

If I disagree with a false alarm assessed, can I appeal?

Yes. If you disagree, the ordinance does have an appeal provision. The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator by setting forth in writing the reasons for the appeal within thirty (30) days after the date of the notification of the assessment of civil penalty(ies) and paying an appeal fee of \$10 for each invoice appealed. Failure to submit an appeal within thirty (30) days of notification shall constitute a waiver of the right to contest the assessment of fees or penalties.

The appeal must be mailed to the following address:

City of Wichita Police Department
Alarm Administrator
455 N Main-4th Floor
Wichita, Kansas 67202

If the appeal is granted the appeal fee will be placed in your escrow account to pay future or past invoices. If you choose to have the appeal fee issued to you in a refund please write or call the Wichita Alarm Program and request the escrow to be refunded. Please be advised this refund process may take up to six weeks. Appeals will be heard through the administrative process.

What will happen if I do not pay the false alarm fees?

Police and Fire Department response to private alarm activations in City of Wichita is a privilege. Failure to pay the alarm fines within 60 & 90 days will result in a late fee of \$10.00 for each invoice. Your location may also have response to your alarm system suspended until all reinstatement requirements have been met. The balance may also be turned over to collections.

What will happen if I have multiple false alarms per registration year?

Police and Fire Department response to private alarm activations in City of Wichita is a privilege. An alarmed location that has more than six (6) false alarms per year may have response to their alarm system suspended until all reinstatement requirements have been met.

If response is suspended to my alarm system, how can I get response reinstated?

Response to alarm systems may be reinstated if the alarm user:

- 1) Pays, or otherwise resolves to the satisfaction of the Alarm Administrator, all fees and/or penalties; AND
- 2) Submits a certification from an alarm company, properly licensed by the City of Wichita, stating the alarm system has been inspected and repaired (if necessary), is in proper working order, and the alarm user has been re-trained on the proper use of the alarm system

Reinstatement of response will be effective within five (5) business days of the Alarm Administrator's receipt of payment and certification by the alarm company.

If I have questions about an invoice I received who can I call?

If you have questions about an invoice you received, please contact us at (877) 888-1355 for assistance.

Where can I read or obtain a copy of the ordinance?

The alarm ordinance is posted online at this website:

http://www.wichita.gov/CityOffices/Police/AlarmInformation/Alarm_Ord.htm

Who can I call if I have additional questions or comments?

Call us at (877) 888-1355, Monday - Friday from 9:00 AM – 5:00 PM Central.