



Wichita Police Department
Attn: Alarm Administrator
455 N Main – 4th Floor
Wichita, KS 67202
(877) 888-1355

Guidelines to Appeal

The Wichita Alarm Ordinance defines a False Alarm as: “1) the activation of an alarm system in the City resulting in a request for response by law enforcement, fire, or emergency medical personnel when a situation requiring an urgent response does not, in fact, exist at the time of the alarm; or 2) an alarm system designed to be used to report a robbery or holdup, when used for any other purpose.

Appeal Process:

- The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator.
- The appeal shall be filed in writing, using the False Alarm Appeal Form and additional documentation as necessary, within thirty (30) calendar days after the date of the original notification date.
- A separate False Alarm Appeal Form is required for each false alarm being appealed.
- A \$10.00 appeal fee is required for each false alarm being appealed.
- The appeal(s) and appeal fee(s) must be mailed to the Alarm Administrator at the above address.
- Any appeals received without the False Alarm Appeal Form, without the required appeal fee, or after the thirty (30) day appeal deadline will not be processed.

Appeal Decisions:

- Consideration of alarm appeals is an administrative process as set forth in Section 3.41.120(c) of the Code of the City of Wichita.
- A letter with the appeal decision will be mailed to the Alarm User by the Alarm Administrator within thirty (30) days of the Alarm User’s appeal date.
- If the appeal is granted, the appeal fee will be returned to the Alarm User if no other balance is due, or placed in the Alarm User’s escrow account to pay future or past invoices.
- If the appeal is denied, the appeal fee will be applied to the Alarm User’s account as a processing fee and will not be refunded.
- The factors to be used in the consideration of appeals are set forth in Section 3.41.120(e) of the Code of the City of Wichita.

Disagreement Still Exists After Appeal:

- The Alarm User must file a written request for review by the City Manager within thirty (30) days after the date of notification of the original appeal decision.
- The City Manager, after consideration of all the information presented, determines whether to affirm or reverse the original appeal decision.

False alarm appeals will *not* be granted for several reasons, including, but not limited to, the following:

- Faulty, defective, or malfunctioning equipment supplied by an alarm business.
- Improper installation or maintenance by an alarm business.
- Improper monitoring by an alarm business.
- Alarm activations that occur while alarm technicians are repairing or servicing the alarm system.
- An occurrence where no evidence of criminal activity is present.
- Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
- Items within the home that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.)
- Door and/or windows that become loose and cause a break in the contacts that activate the alarm system.
- Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
- Pets, rodents, or wildlife movement in or near the home or business.
- Alarms caused by Apartment Management Employees.

The False Alarm Appeal Form is available online at <https://www.crywolfservices.com/wichitaks>.