



Wichita Alarm Program
455 N Main – 4th Floor
Wichita, KS 67202
Phone: 316-268-4196
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Alarm Companies

Frequently Asked Questions

Q: Where do alarm business license applications and renewals need to be mailed to?

A: City of Wichita Licensing Department, 455 N Main – 1st Floor, Wichita, KS 67202.

Q: How long does it take to process licenses, and how will the company know whether our license was approved or denied?

A: License applications and renewals take up to thirty (30) days to be processed. If the application or renewal is denied, a letter will be mailed to you citing the reason for the denial. If the license is approved, you will receive the license in the mail.

Q: How do alarm customers become registered with the Wichita Alarm Program?

A: Effective October 1, 2014, all alarm users are required to register their alarm systems online at <http://www.crywolfservices.com/wichitaks>. If no computer or internet access is available, the alarm user should call 877-888-1355 for assistance in registering their permit by phone.

Q: Are there penalties if an alarm user fails to register their permit?

A: Yes. If a customer has a false alarm, and their alarm system has not been registered, a notification will be mailed to the alarm user explaining the need to register. The \$25.00 permit fee will be automatically assessed to their account. If the permit fee is not paid within thirty (30) days and the customer has further false alarm activations, a \$150.00 civil penalty will be assessed for each false alarm in addition to the regular false alarm fee. Penalties will continue to be assessed until the customer completes the online registration process and submits the payment for the \$25.00 permit fee.

Q: Could response to alarm systems ever be suspended?

A. Yes. Response to an alarm system may be suspended if the location has more than 6 false alarms per registration year and/or fails to pay fees or penalties as set forth in this Chapter. Response may be reinstated if the alarm user:

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