



Please submit completed form with DIRECT CONNECT ALARM SYSTEM permit fee to

TOWN OF PALM BEACH, FINANCE DEPARTMENT, 360 South County Road, Palm Beach, FL 33480

For further information, please call the Communications Department at (561) 838-5454

## DIRECT CONNECT RESIDENTIAL ALARM SYSTEM Application Form

DATE \_\_\_\_\_

OWNER NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

RESIDENTIAL PHONE \_\_\_\_\_

CELL PHONE \_\_\_\_\_

TOWN OF PALM BEACH ALARM PERMIT NO \_\_\_\_\_

NAME OF ALARM COMPANY \_\_\_\_\_

ALARM COMPANY PHONE \_\_\_\_\_

TYPE OF ALARM SYSTEM \_\_\_\_\_

NAME OF MONITORING SERVICE (IF DIFFERENT) \_\_\_\_\_

MONITORING SERVICE PHONE NUMBER \_\_\_\_\_

DUAL SYSTEM INSTALLED \_\_\_\_\_ YES \_\_\_\_\_ NO



Please submit completed form with DIRECT CONNECT ALARM SYSTEM permit fee to  
 TOWN OF PALM BEACH, FINANCE DEPARTMENT, 360 South County Road, Palm Beach, FL 33480

For further information, please call the Communications Department at (561) 838-5454

**EMERGENCY CONTACT INFORMATION – Must be able to respond in 30 minutes at request of police**

1. Name \_\_\_\_\_ Phone No \_\_\_\_\_  
 Address \_\_\_\_\_ Alternate No \_\_\_\_\_  
 State/Zip \_\_\_\_\_ Responder Has Key (YES/NO) \_\_\_\_\_
2. Name \_\_\_\_\_ Phone No \_\_\_\_\_  
 Address \_\_\_\_\_ Alternate No \_\_\_\_\_  
 State/Zip \_\_\_\_\_ Responder Has Key (YES/NO) \_\_\_\_\_
3. Name \_\_\_\_\_ Phone No \_\_\_\_\_  
 Address \_\_\_\_\_ Alternate No \_\_\_\_\_  
 State/Zip \_\_\_\_\_ Responder Has Key (YES/NO) \_\_\_\_\_

**ZONE INFORMATION:** Can be obtained from your current alarm company. This information must be provided to activate your account.

<u>Number</u>	<u>Description</u>
_____	_____
_____	_____
_____	_____
_____	_____

Note: We understand that there may be numerous zones for the residence. Any additional zones may be submitted on a separate sheet.



Please submit completed form with DIRECT CONNECT ALARM SYSTEM permit fee to  
TOWN OF PALM BEACH, FINANCE DEPARTMENT, 360 South County Road, Palm Beach, FL 33480  
For further information, please call the Communications Department at (561) 838-5454

## PALM BEACH POLICE DEPARTMENT

### RESIDENTIAL DIRECT CONNECT ALARM SYSTEM

The Palm Beach Police Department is committed to using every resource at its command to assist the community. Advances in computerization have now made it possible for the Police Department to offer a valuable new service.

As a homeowner in the Town of Palm Beach, you can have your burglar alarm connected directly to the police department – in addition to your alarm company.



#### WHAT IS THE ADVANTAGE OF THE DIRECT CONNECT ALARM SYSTEM?

*If your alarm is activated, your alarm monitoring company and the Palm Beach Police Department will be notified simultaneously. This will allow us the immediate dispatch of a police officer – avoiding the delay between the time the alarm monitoring service is notified, confirms the emergency, and then calls the police department. With the **Direct Connect Alarm System**, the police department and your alarm company are notified at exactly the same time. This will allow the police department to respond even more quickly to alarm activation at your residence.*



#### CAN I CANCEL MY PRESENT ALARM COMPANY?

*This system works in conjunction with your alarm company and in order to participate in **DIRECT CONNECT ALARM SYSTEM**, you must maintain your burglar alarm service. If your current alarm does not include a duplex reporting system or does not send the signal over a landline, your alarm company may charge you a one-time fee for installation of this feature.*



Please submit completed form with **DIRECT CONNECT ALARM SYSTEM** permit fee to  
**TOWN OF PALM BEACH, FINANCE DEPARTMENT, 360 South County Road, Palm Beach, FL 33480**  
For further information, please call the Communications Department at (561) 838-5454

**Q** **WHAT ABOUT FALSE ALARMS?**

*With the **DIRECT CONNECT ALARM SYSTEM**, the Palm Beach Police Department will respond to all alarm calls. You will not be charged for a false alarm if the false alarm is an accidental activation by human error.*

**Q** **HOW MUCH DOES THIS SERVICE COST?**

*In accordance with Town Ordinance No. 18-02, the application fee is \$250.00 for a **DIRECT CONNECT ALARM SYSTEM** permit and a one-time setup fee of \$100.00. This fee is in addition to other alarm fees already in effect. **\*\*Pending Town Council Approval as of December 2013.\*\****

**Q** **I AM INTERESTED, WHAT DO I DO NEXT?**

*To apply, simply complete the attached form and bring it to the Finance Department at Palm Beach Town Hall, 360 South County Road. You can reach the Finance Department by phone at (561) 838-5444.*

***\*\*Please remember – in accordance with the ordinance, with **DIRECT CONNECT ALARM SYSTEMS** must also subscribe to a private alarm company monitoring service. The **DIRECT CONNECT ALARM SYSTEM** is intended to result in a redundant report of alarm activation. **DIRECT CONNECT ALARMS** are limited to homeowners that possess a valid Town of Palm Beach alarm permit.***

**Q** **DO I NEED TO FILL OUT ZONE INFORMATION?**

*Yes. It is very important to have your correct zone information with your application. You may need to contact your monitoring alarm service for assistance.*

*It is your responsibility to update any information that has changed with your account. i.e. emergency contacts, cancellation of service, zones (adding/subtracting), business name or address.*



Please submit completed form with DIRECT CONNECT ALARM SYSTEM permit fee to

TOWN OF PALM BEACH, FINANCE DEPARTMENT, 360 South County Road, Palm Beach, FL 33480

For further information, please call the Communications Department at (561) 838-5454



**AFTER COMPLETING THE APPLICATION, HOW LONG WILL IT TAKE TO GET MY SERVICE STARTED?**

*Your application will be processed by the Finance Department and then forwarded to the Police Communications Unit for entry into the system. Your alarm service provider will need to be on site to program your system and test the alarm activations. Please wait for a phone call from someone in the Police Communications Unit to coordinate this set up with you and your alarm service provider.*



**I HAVE MORE QUESTIONS ABOUT THE SYSTEM, WHO CAN I DISCUSS THIS WITH?**

*You can call **Lead Communications Supervisor Mark Neilsen at 561-227-6460.***