

GOT AN ALARM PERMIT?

As of February 9, 2021, the City of Baytown's new online alarm permitting system program is up and running! The City has been working for months with PM AM Corporation, the City's new alarm systems program administrator to create its new and improved alarm permitting program and online/mobile presence.

This new program will allow residents and local businesses 24-hour access to their alarm permit account where they can print their permits, make real-time changes to their accounts, cancel an alarm permit and/or complete online payments quickly and efficiently.

On the run and need to check your alarm account or make a quick change, download the "FAMS-Alarm" app on the Apple App store or Google Play and have all of those options at your fingertips. No more waiting!

In addition to the alarm permit management tools, the new website offers our residents education materials, online training and tips on how to manage your alarm and help reduce the number of false alarms. City Clerk Leticia Brysch who administered the City's Alarm System Program before moving to PM AM stated that "the goal of this new system is not just compliance with the alarm systems permit or to provide a higher level of customer service to our end-users, but also to help educate our residents on how to reduce and/or eliminate false alarms."

For more information on how to obtain a permit, whether you have an existing permit on file, permit fees, false alarm fees and penalties for unregistered alarm locations, please visit our new website at: <http://www.famspermit.com/Baytown> or call PM AM's toll-free number 1-855-879-6963, where bilingual customer service representatives are available to answer your questions Monday – Friday, 8:30 a.m. to 5:30 p.m. central standard time.



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FALSE ALARM PREVENTION FALSE ALARM INFORMATION BUSINESS ALARMS IMPORTANT INFORMATION ONLINE TRAINING CANCEL PERMIT



What is a False Alarm?

"False Burglar Alarm" means a burglar alarm notification to the police, when the police personnel respond within 30 minutes of the notification and find no evidence of unauthorized intrusion or attempted unauthorized intrusion. The term does not include any activation of an alarm system:

- 1) Caused by hurricanes, tornadoes, lightning, earthquakes or gale force winds or higher;
- 2) Caused by a natural or manmade catastrophe; or
- 3) To which the response by the police department is canceled by either the alarm system user or his authorized agent prior to the arrival of responding police personnel at the alarm site.

"False Fire Alarm" means a fire alarm notification to the fire department, when the responding fire department personnel respond within 30 minutes of the notification and find no evidence of a fire having occurred. The term does not include any activation of an alarm system:

- 1) Caused by hurricanes, tornadoes, lightning, earthquakes or gale force winds or higher; or
- 2) Caused by a natural or manmade catastrophe; or
- 3) To which the response by the fire department is canceled by either the alarm system user or his authorized agent and no response is made by the fire department at the alarm site.



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Alarm Program Support

1-855-879-6963



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