

Program Manger:

Longview Police Department

Phone:
1-903-237-1133

Website:
www.longviewtexas.gov/clas

Address:
302 W. Cotton St
Longview, TX 75601

**Program Administrator:
Public Safety Corporation**

Phone:
1-855-694-8280 (toll-free)

Website:
<https://www.crywolfservices.com/longviewtx/>

Email Address:
CLAS@publicsafetycorp.com

Mailing Address:
PO Box 842606
Dallas, TX 75284-2606

Our Mission:

To provide a safe place to live, work and visit through quality law enforcement. We are committed to serving the public with respect, accountability and integrity.

City of Longview Alarm Services

In this newsletter, we will address the following questions about our new Alarm Services contract with Public Safety Corporation and how it affects the City of Longview.

- Why are Alarm Services important?
- What is an alarm system?
- Do I have to register?
- How much does it cost?
- How do I register?
- What is a false alarm?
- What are the fees for having them?
- Who is Public Safety Corporation?

Why are Alarm Services important?

In 2015, Longview police officers responded to 5,046 false alarms. The more false alarms the city has to respond to, the more it costs in resources and police availability. In an effort to reduce the number of false alarms overall, the City Council passed an ordinance requiring annual registration of all residential and commercial security alarms within the city effective January 1, 2014. Alarm systems will need to be registered every year no later than the registration anniversary date. Annual registration allows residents and businesses to update all contact information at the time of renewal, which maintains the effectiveness of enhanced call verification.

Whom does it affect?

All residents and commercial businesses residing or operating within the City of Longview who have a security alarm system.

What is an Alarm System?

An alarm system is defined as any assembly of equipment, mechanical or electrical, arranged to signal the occurrence of an illegal entry or other activity and intended to summon police. This system may or may not be monitored by a third party service.

Do I have to register?

If you live or own a business within the City of Longview city limits and operate an alarm system, then you are required to register.

How much does it cost?

Annual Registration Costs:
\$50 Residential

(No cost for seniors over the age of 65)
\$100 Commercial Business

How do I register?

Register online at www.longviewtexas.gov/clas by selecting the **New User Registration** link in the green column on the left side. Here you find a tutorial of how to register.

You may also register by filling out the Alarm Registration Application and mailing with your payment to:
PO Box 842606
Dallas, TX 75284-2606

If you require in person assistance, you will find help at the Longview Police Department Records Section located at:
302 W. Cotton St
Longview, TX 75601

What is a False Alarm and what are the fees for having them?

False alarms are defined as An alarm notification to the police department, when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely inspection of the alarm site. For the purposes of this article, this term does not include an alarm signal caused by violent conditions of nature or other extraordinary circumstances not reasonably subject to control by the alarm company or alarm user. Unless otherwise provided, the Police Chief shall be the sole and exclusive judge of whether an alarm is a false alarm for the purpose of this section.

False alarm fees are calculated based on the preceding 12 month period at the time of false alarm activation:

No charge for alarm incidents 1-3
\$50 for alarm incidents 4 & 5
\$75 for alarm incidents 6 & 7
\$100 for each incident 8 or higher

Who is Public Safety Corporation?

The City of Longview contracted Alarm Services from Public Safety Corporation using CryWolf technologies via RFP# 1415-24. City of Longview Alarm Services (CLAS) has partnered with Public Safety Corporation to manage alarm registration, payments, and records. For verification and details about this program, please check the City of Longview Website at www.longviewtexas.gov/clas