



## City of Santa Maria Alarm Program Questions and Answers

### ***What is the contact information for the alarm program?***

Alarm Program [website](#)

Toll-free telephone number: (866) 970-8019

That number is staffed 8:00 a.m. to 5:00 p.m. weekdays (Pacific Time) and has voice mail.

If you contact the Santa Maria Police Department about the alarm program, you will be referred to the toll-free number or encouraged to go online to view your alarm permit records. Do not call the Dispatch Center with these questions.

### ***Mailing address:***

City of Santa Maria Alarm Program

P.O. Box 140548

Irving Texas 75014-0548

### ***How much is an alarm permit, and why do I need one?***

The current fee is \$14.40. Permits are issued for one calendar year, valid from the date of issuance. The purpose is to obtain contact information so that the Police Department can contact the responsible party when officers respond to an alarm.

### ***How much is the penalty for a false alarm?***

Alarm permit holders are allowed three false alarms within a year, and are charged \$90.50 for the fourth false alarm and each false alarm thereafter.

### ***How do I obtain an alarm permit?***

The one-page application is [online](#), (you need Adobe Acrobat Reader) and there is a demo how to proceed.

Click for free software download 

### ***How can I access my alarm permit account (my records)?***

Go online to the alarm program [website](#). There, you can create a user name and password to access your account to view the payment history and balances. You also can pay transactions online.

### ***Did you pay your bill, and then receive another invoice?***

If you have already paid for an alarm permit (or renewed) then received a duplicate invoice, please call the toll-free telephone number, 1-866-970-8019. Be prepared to explain to the alarm program attendant your situation and if possible provide the date of payment and/or method of payment. Most cases can be settled quickly and easily. The City's contracted alarm program company strives to provide excellent customer service.

### ***Why is the City outsourcing administration of its alarm program?***

The City is among many other municipalities that share the same experiences with very high rates of false alarms, and have outsourced their alarm programs to professional vendors. The professional vendor used by the City, PMAM, has nearly two dozen client cities and counties, including Houston, Texas.