Addison False Alarm Reduction Program
PO Box 840616
Dallas, TX 75284-0616
Telephone: (855) 732-9022
Email: addisontx@alarm-billing.com

Frequently Asked Questions

Why was a new alarm ordinance adopted?

To prevent unnecessary emergency response to false alarms, the City adopted an alarm ordinance to encourage all alarm users to maintain the mechanical reliability of, and to properly use their alarm equipment. Excessive false alarms cost the city thousands of dollars each year and take police officers and firefighters away from actual emergencies.

What constitutes a false alarm?

The Addison Alarm Ordinance defines a false alarm as: *"to summon a Public Safety Response and there is no evidence of a need for a Public Safety Response and there is no evidence of a need for a Public Safety Response."*

Who is required to register their alarm?

Everyone operating an alarm system inside the city limits is required to register their burglar, robbery, and panic alarm systems. Car alarms, fire alarms, and life alert systems are not included in registration requirements. Permits are valid for one year from the date the permit was created.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/addisontx. You may also contact the False Alarm Reduction Program at (855) 732-9022, Monday through Friday 9 a.m. to 5 p.m. CST.

What is the cost of an alarm permit registration?

There is no cost to register a residential alarm location. The cost for the registration of a commercial alarm permit is $50.00.

What are the fines associated with false alarms?

Registered Alarmed Location False Alarm Fee Per Occurrence	
1 to 3	*$0*
4 to 5	*$50*
6 to 7	*$75*
8+	*$100*

Unregistered Alarmed Location False Alarm Fee Per Occurrence	
1 to 3	*$100*
4 to 5	*$150*
6 to 7	*$175*
8+	*$200*

If I am assessed a fine/fee, can I pay online?

Yes, you can pay online at this website. You will need to use your account number and password. All payments are processed though a secured on-line payment system.

If I choose to pay my fine/fee by check, where do I send it?

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Why is the address to send payment different from the City address?

The City has procured and authorized an outsourced company called Public Safety Corporation/Cry Wolf to process permit registrations, invoices and payments. All payments made via mail are transferred to a protected account at the City's financial institution.

If I disagree with an assessed fee, can I appeal?

Yes. The Alarm User may appeal an assessment of a false alarm fine to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) days of the notice date. The Alarm Administrator will render a decision in writing. Be sure to include the following with your appeal:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting evidence

Can the Police Department suspend alarm response to my location?

Yes, the Police Department can put you on a non-response status for non-payment, more than ten (10) false burglar alarms and/or five (5) false robbery alarms within a twelve (12) month period. However, the City is not currently actively suspending alarm response at this time.

I received duplicate alarm invoices at my address; what can I do?

If you received a duplicate alarm invoice, please contact us at (855) 732-9022, Monday through Friday from 9 a.m. to 5 p.m. CST so we can delete the incorrect invoice(s). If you are directed to a voicemail box, please leave a message with your name, address, phone number and the account/permit numbers that need to be combined or deleted.

Who can I call if I encounter problems with my registration or have additional questions or comments?

Call us at (855) 732-9022, Monday through Friday from 9 a.m. to 5 p.m. CST.