



GARLAND POLICE DEPARTMENT

Alarm Management Program

PO Box 207780

Dallas, TX 75320-7780

Telephone: (855) 664-4346

Email: garlandtx@alarm-billing.com

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 City of Garland's Alarm Ordinance defines a false burglar alarm activation as: *"A burglar alarm notification to the Police Department that is uncorroborated by eyewitness, video, or photographic evidence and where police officer(s) respond within thirty (30) minutes of being notified and from an inspection of the interior or exterior of the alarm site find no evidence that criminal activity occurred."*

Who is required to register their alarm?

Everyone operating an alarm system inside the City limits is required to register their alarm systems. Both monitored and non-monitored police and fire alarms as well as life alert systems/personal medical device are required to register.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/garlandtx. You may also contact the Alarm Management Program at (855) 664-4346 Monday through Friday 9 a.m. to 5 p.m. CST. Permits are transferable if a resident moves from one Garland residence to another. Permits are valid for one year from the date of creation.

Where are the call centers located?

All call centers are in the United States.

What is the cost of an alarm account registration?

Registration & Renewal Fees are as follows:

- Residential \$50
- Senior \$25
- Commercial \$100

What are the fines associated with false alarms?

Burglar	
1 to 3	\$0
4 to 5	\$50
6 to 7	\$75
8+	\$100

Fire	
1 to 2	\$0
3+	\$150
Robbery	
1 to 3	\$0
4+	\$75
Medical	
1 to 2	\$0
3+	\$50
Financial Institutions	
1 to 3	\$0
4	\$75
5	\$100
6	\$150
7	\$200
8	\$250
9	\$300
10	\$350
11	\$350 and Suspension

If an activation occurs while unregistered, a \$250 per alarm fee will be applied in addition to the false alarm fee.

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 as well as your password or invoice number. All payments are processed through a secured on-line payment system. If you remit payment online, you will be charged a convenience fee.

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

The mailing address is:
Garland Police Department Alarm Account Compliance Unit
PO Box 207780
Dallas, TX 75320-7780

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

The City has procured and authorized an outsourced company called Garland Alarm Management Program/Cry Wolf to process account 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:

1. Your name

2. Your email address (if applicable)
3. The alarm location
4. Date of the false alarm
5. Your account number
6. Reasons for the appeal
7. Any supporting evidence

Appeals must be sent to:
Garland Police Department Alarm Account Compliance Unit
PO Box 207780
Dallas, TX 75320-7780

If I disagree with the Alarm Administrator's appeal finding, can I appeal that decision?

Yes, you may appeal the Alarm Administrator's findings to the Director.

Can the Police Department suspend alarm response to my location?

The Police Department can place your alarm permit in a suspended status if you fail to pay fines within 90 days or if there are excessive false alarms. Police response will always occur regardless of permit status.

How do I reinstate a revoked account?

If your account has been revoked, you will be required to pay all outstanding fees and fines.

How is the data protected?

Personal data is protected on secured servers and the data is encrypted.

Will my information ever be sold?

No personal data will be released unless authorized by the Garland Police Alarm Unit or required by law.

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

If you received a duplicate alarm invoice, please contact us at (855) 664-4346, 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/account numbers that need to be combined or deleted.

Who can I call if I have additional questions or comments?

Call us at (855) 664-4346, Monday through Friday from 9 a.m. to 5 p.m. CST.