



Mesquite Texas False Alarm Reduction Program

PO Box 845388 Dallas, TX 75284

833-566-7913

<https://www.crywolfservices.com/Mesquitetx/> | mesquitetx@Alarm-Billing.com

Monday – Friday | 9:00am to 5:00pm

Frequently Asked Questions

Why was a new alarm ordinance adopted?

To prevent unnecessary emergency response to false alarms, City of Mesquite 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 Mesquite County Alarm Ordinance defines a *False burglar alarm* as a burglar alarm notification of possible criminal activity reported to the Police Department:

That is based solely on electronic information remotely received by an alarm systems monitor;

That is uncorroborated by eyewitnesses, video or photographic evidence that an emergency exists; and Concerning which the Police Department has verified that no emergency exists after an on-site inspection of the location from which the burglar alarm notification originated.

False robbery alarm notification means a robbery alarm notification to the Police Department when there is no evidence of a robbery having occurred.

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.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/Mesquitetx. You may also contact the Mesquite False Alarm Reduction Program at 833-566-7913, Monday through Friday 9 a.m. to 5 p.m. CST. Permits are nontransferable. Permits are valid for one year from the date of creation.

What is the cost of an alarm permit registration?

The cost to register a residential alarm permit is \$40 annually. The cost for the registration of a commercial alarm permit is \$75.00. The cost for the registration of a Faith Based Alarm Permit is 50.00. The cost of a registration for a Senior is \$20.00 (date of birth must be provided)

What are the fines associated with false alarms?

Alarm Count	False Alarm Fee
1 - 3	\$0
4 - 5	\$50.00
6 - 7	\$75.00
Subsequent Alarms	\$100.00

If an activation occurs while unregistered, a \$250 penalty per activation will be charged if the permit is not registered within 30 days.

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

Yes, you can pay online at this website. <https://www.crywolfservices.com/mesquitetx/> You will need to use your account number and password. All payments are processed through 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 County address?

The County has procured and authorized an outsourced company called Central Square Technologies to process permit registrations, invoices and payments. All payments made via mail are transferred to a protected account at the County's financial institution.

Can the Police Department Revoke my permit?

a. Yes:

1. If the police alarm system has had eight (8) or more false burglar alarms during the preceding twelve-month period; or
2. If the permit holder of the permit for such police alarm system has failed to pay a false alarm penalty assessed pursuant to Section 8-464 above within thirty (30) days after receipt of notice of the assessment of the penalty and the issuing authority has given the permit holder at least thirty (30) days' prior written notice that the permit will be revoked for failure to pay the penalty; or
3. If the permit holder for such police alarm system has failed to comply with any other provision of Division 2 of this article.

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

If you received a duplicate alarm invoice, please contact us at 833-566-7913, Monday through Friday from 9 a.m. to 5 p.m. CST so we can delete the incorrect invoice(s). You may also email us at mesquitetx@alarm-billing.com.

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

Call us at 833-566-7913, Monday through Friday from 9 a.m. to 5 p.m. central time.