



City of Atlanta False Alarm Reduction Program

Frequently Asked Questions



How can I cancel my alarm registration or close my account?

If you have moved from a location where you currently have a valid alarm permit in place, or if you no longer have a monitored alarm system or audible alarm system covered by this ordinance, you may contact us at (855) 725-7102 or atlantaga@alarm-billing.com notifying us to cancel the permit. Please ensure that when you email this request you include your name, address and account number.

Please Note: If you have had a false alarm within the past 6 months you may be required to provide additional documentation from your monitoring company in order to have the account closed.

How can I help prevent false alarms?

Make sure that you immediately report your false alarm to your alarm company, so they can cancel with police dispatch prior to police arrival to your home or business. Ensure that everyone in your household or business has been properly trained on your alarm system. Make sure your alarm system is in good working order and inspected periodically by your alarm company.

How do I register my alarm system?

If you are not registered with the City, please follow the below directions to complete the registration application on our website.

1. Go to: <https://www.crywolfservices.com/atlantaga>
2. Click on "Register Online"
3. Complete all the required information
4. Click "Submit" and you will be provided with your completed registration form to keep for your records

What is the cost of an alarm permit registration?

There is no cost to register your alarm system; however, alarms must be renewed on an annual basis. If a false alarm occurs on a system that is not registered, the alarm user will be subject to a \$75 non-registration penalty for being in violation of the City Ordinance. Permits are nontransferable.

Who determined the fine amount for false alarms?

The fine structure for false alarms was developed by the City of Atlanta and approved by The Atlanta City Council. The fine structure is in line with those fines implemented in other municipalities across the Country.

Who is required to have an alarm permit/license?

The City of Atlanta False Alarm Ordinance covers all residential and business security and burglar alarm systems within the City limits. It also covers privately maintained fire and carbon monoxide alarms in residential single, dual, and multi-family homes.

Fire alarm systems that are mandated by the City's fire code are NOT covered by this ordinance but are subject to

operational and maintenance guidelines outlined in the Chapter 78 of the City's Fire Code.

What happens if I do not register my alarm?

Alarm systems that are not registered with the City are subject to a \$75 non-registration penalty for being in violation of the City Ordinance. A \$50 late renewal penalty will apply if you do not renew your alarm permit on an annual basis.

Are false alarms a problem?

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous number of false alarms. The response to false alarms has created an additional burden on law enforcement agencies. Nationwide, approximately 99% of all burglar alarms police respond to are false and about 20% of fire alarm calls are determined to be false.

What does the City hope to accomplish by enforcing the false alarm ordinance?

The City wants to substantially reduce the number of false alarms that emergency personnel responds to, thereby freeing up emergency personnel to respond to actual emergencies.

Will I be charged for alarm activations that are not false?

No, you will not be charged for a false alarm activation that is not false as this ordinance only allows charges for false alarms. If you are charged for an alarm that you do not believe was false then you can file an appeal within 14 days.

What if my alarm is activated accidentally?

For the first two false alarm activation each floating year, there is no fine. All additional false alarm activation fines are as follows:

- 3rd \$50
- 4th \$100
- 5th to 6th \$200
- 7 Plus \$500

The 3rd false alarm fine can be waived if the alarm user completes an online alarm awareness class offered by the City. The alarm awareness class can only be taken one time within a 365 day period, only the 3rd false alarm fine can be waived, and you have to pass the class with a 70% or higher on the first attempt. To attend the online awareness class you will need your account number and password then please follow the below directions:

1. Go to <https://www.crywolfservices.com/atlantaga>
2. Sign in to your account.
3. Click on "Attend Alarm Awareness Class"

Once the alarm awareness class has been completed and you have passed, please allow 24 hours to have your false alarm fine waived, if applicable.

What types of alarm systems are addressed under this ordinance?

The City of Atlanta False Alarm ordinance covers all residential and business security and burglar alarm systems. It also covers privately maintained fire and carbon monoxide alarms in residential single, dual, and multi-family homes.

If I disagree with an assessed fine, can I dispute the charge?

Yes. If you disagree, the ordinance does have a dispute provision. The Alarm User may appeal an assessment of a false alarm fine to the City by setting forth in writing the reasons for the appeal within fourteen (14) days of the date of the notice

sent.

Be sure to include your name, the alarm location, date of the false alarm, your permit number, reasons for the dispute and any supporting evidence. Additional details can be found on the “Dispute Guidelines”.

Do I have to register my car alarm?

No, car alarms do not need to be registered.

Can I pay online?

Yes, you can pay online at this website. You will need to use your account number and either an invoice number or your password.

What will happen if I do not pay my alarm fines?

Failure to pay civil penalties or late fees assessed under this ordinance within 30 days from the date of the original invoice will result in a 50% late fee. Furthermore, those penalties not paid within 90 days from the date of the original invoice will be cause for the City of Atlanta to forward any alarm user’s outstanding penalties and/or late fees to a collections agency. Collection fees will be added by the collection agency to the balance owed to the extent allowed by law.

What is the effective date for the ordinance?

The original alarm ordinance will go into effect in September 15, 2013. The updated ordinance went into effect on October 11, 2017.

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

If you received a duplicate alarm invoice, please contact us at (855) 725-7102, so we can delete the incorrect invoice(s).

Where can I read or obtain a copy of the ordinance?

The alarm ordinance is posted online at this website under “Related Documents”.

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

Call us at (855) 725-7102, Monday through Friday from 9 a.m. to 5 p.m.