DESOTO POLICE DEPARTMENT

"To Become the Standard for Law Enforcement Excellence"

False Alarm Reduction Program

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 City of DeSoto's Alarm Ordinance defines a false alarm activation as: "An alarm signal, eliciting a response by police within 30 minutes of the alarm notification and the police determine from an inspection of the interior or exterior of the premises that the alarm was false."

Who is required to register their alarm?

Everyone operating a monitored and non-monitored alarm system inside the City limits is required to register their alarm systems. 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/DeSotoTX. You may also contact the False Alarm Reduction Program at (833) 981-4011 Monday through Friday 9 a.m. to 5 p.m. CST. Please note: Registrations are not considered to be complete until the registration fee has been paid. Payment made be made online or mailed to our offices. Permits are nontransferable. Permits are valid for one year from the date of creation.

What is the cost of an alarm account registration?

The initial cost of an alarm permit is $35.00 for Residential and $65.00 for Commercial. Permits must be renewed annually. The cost of an alarm permit renewal is $0.00.

What are the fines associated with false alarms?

Registered Police Alarms	
1 - 3	$0.00
4 - 6	$50.00
7 - 9	$75.00
10 +	$100.00
Unregistered Police Alarms	
1+	$250.00

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

The mailing address is:
Desoto False Alarm Reduction Program
PO Box 843389
Dallas, TX 75284-3389

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

The City has procured and authorized an outsourced company called CentralSquare Technologies 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 twenty (20) days of the notice date. The appeal may be either emailed to DeSotoTX@alarm-billing.com or mailed to PO Box 843389 Dallas, TX 75284-3389. 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 account number
- Reasons for the appeal
- Any supporting evidence

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

The decision of the Alarm Administrator is final.

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

If you received a duplicate alarm invoice, please contact the us at (833) 981-4011, Monday through Friday from 9 a.m. to 5 p.m. CST so we can delete the incorrect invoice(s).

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

Call us at (833) 981-4011, Monday through Friday from 9 a.m. to 5 p.m. CST.