City of Duncanville
False Alarm Reduction Program
PO Box 207357
Dallas, TX 75320-7357
Telephone: (855) 732-9024
Fax: (877) 302-9820
Email: duncanvilletx@alarm-billing.com

Frequently Asked Questions

How do I register my alarm system?
Please complete the online registration form at www.crywolfservices.com/duncanvilletx. You may also contact the Duncanville False Alarm Reduction Program at (855) 732-9024, Monday through Friday 9 a.m. to 5 p.m.

What is the cost of an alarm permit registration?
The annual cost for an alarm permit is $35.00 for residential, $100 for commercial permits, $200 for financial institution permits, and $25 for seniors 65+ after ID is provided. Permits are nontransferable. Permits are valid for one year from the date of creation.

Who is required to have an alarm permit/license?
Everyone operating a monitored or non-monitored audible alarm system inside the City limits is required to register their alarm system.

Where do the alarm service fees go?
The fees are used to offset the City's administrative costs of the program.

Are false alarms a problem?
Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous amount of false alarms. The response to false alarms has created an additional burden on our law enforcement agencies. Nationwide, approximately 99% or more of all the burglar alarms police respond on are 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 the police department responds to.

Will I be charged for alarm activations that are not false?
No, you will never be charged for an alarm activation that is not false. This ordinance allows charges for false alarms only.

What are the fines associated with false alarms?
False alarm activations within a permit year will result as follows:

False Alarm Fee Schedule:	
1-3	*$0*
4-5	*$50*

6-7	*$75*
8+	*$100*

Panic False Alarm Fee Schedule:

1	*$150*
2	*$200*
3	*$250*
4	*$300*
Each addition after	*Adds $50*

Unregistered alarms will be subject to a $200 administrative response 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 and either your password or invoice number.

Do I have to register my car alarm?

No, car alarms do not need to be registered.

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

The mailing address is:
Duncanville False Alarm Reduction Program
PO Box 207357
Dallas, TX 75320-7357

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

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 permit number
6. Reasons for the appeal
7. Any supporting evidence

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If I disagree with the Alarm Administrator's or his/her designee's appeal finding, can I appeal that decision?

The decision of the Alarm Administrator is final.

What will happen if I do not pay the alarm fines?
Unpaid fees may result in your account being turned over to a collection agency, and a collection fee will be added to the balance.

Can the Police Department suspend alarm response to my location?
Yes, the Police Department can place you on a revoked status if your location has 10 or more false alarms within a 365 day period. Non-response status does not include any alarm calls for which the Police Department has received a verified response, meaning someone is reporting that an actual crime is/was in process at your location.

How do I reinstate a revoked permit?
If your account has been revoked, you will be required to pay all outstanding fees to reinstate your permit.

What is the effective date for the ordinance?
The alarm ordinance went into effect on August 19, 2003.

I received duplicate alarm invoices at my address; what can I do?
If you received a duplicate alarm invoice, please contact us at (855) 732-9024, Monday through Friday from 9 a.m. to 5 p.m. 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, www.crywolfservices.com/duncanvilletx. The Alarm Ordinance can be found under Related Documents on the main page.

Who can I call if I have additional questions or comments?
Call us at (855) 732-9024, Monday through Friday from 9 a.m. to 5 p.m.