



### **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 Fort Worth False Alarm Management System's Alarm Ordinance defines a false alarm activation as: *"an alarm signal received by a law enforcement official and upon inspection of the premises, the law enforcement official determines that there is no evidence of a criminal offense, attempted criminal offense, fire, or other emergency."*

#### **Who is required to register their alarm?**

Everyone operating a monitored alarm system inside the City limits is required to register their alarm systems. Car alarms, life alert systems and non-monitored alarm systems are not included in registration requirements.

#### **How do I register my alarm system?**

Please complete the online registration form at [www.crywolfservices.com/fortworthtx](http://www.crywolfservices.com/fortworthtx). You may also contact the False Alarm Management System at (833) 281-8742 Monday through Friday 9 a.m. to 5 p.m. CST. Permits are nontransferable. Permits are valid for 12 Months from the qualified active date.

#### **What is the cost of an alarm account registration?**

Registration & Renewal Fees are as follows:

- Residential                      \$50.00
- Commercial                      \$100.00

Your application must be signed and completed for your registration or renewal to be considered complete.

#### **What are the fines associated with false alarms?**

##### ***Burglar:***

|        |       |
|--------|-------|
| 1 to 3 | \$0   |
| 4 to 6 | \$50  |
| 7 to 8 | \$75  |
| 9 Plus | \$100 |

##### ***Panic Commercial:***

|        |      |
|--------|------|
| 1 to 2 | \$0  |
| 3+     | \$60 |

**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:  
Fort Worth False Alarm Management System  
PO Box 208767  
Dallas, TX 75320-8767

**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 City Manager by setting forth in writing the reasons for the appeal within ten (10) days of the notice date. The City Manager 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

Appeals must be sent to:  
Fort Worth False Alarm Management System  
PO Box 208767  
Dallas, TX 75320-8767

**If I disagree with the City Manager's appeal finding, can I appeal that decision?**

The decision of the City Manager is final.

**Can the Police Department suspend alarm response to my location?**

Yes, the Police Department can place you on a revoked status if you fail to pay fines within 90 days and/or your location has eight 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, pay the applicable reinstatement fee, and re-submit a permit application. The reinstatement fee is 100% of the initial permit application fee.

**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) 281-8742, 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 (833) 281-8742, Monday through Friday from 9 a.m. to 5 p.m. CST.