Hurst False Alarm Reduction Program
Frequently Asked Questions
PO Box 207226
Dallas, TX 75320-7226
Telephone: (855) 664-4526

Email: hursttx@alarm-billing.com
Website: www.crywolfservices.com/hursttx

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/hursttx. You may also contact the Hurst False Alarm Reduction Program at (855) 664-4526, Monday through Friday 9 a.m. to 5 p.m. Permits are nontransferable. Permits are valid for one year from the date of creation.

What is the cost of an alarm permit registration?

Registration & Renewal Fees:

- Residential $25
- Senior $10
- Commercial General Alarm $75
- Commercial Robbery Alarm $75
- Commercial Both $150
- Exempt $0

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:

Burglary	
1 to 3	*$0*
4 to 5	*$50*
6 to 7	*$75*
8 Plus	*$100*

Robbery	
1	*$0*
2 to 3	*$100*
4 Plus	*$200*

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 an invoice number or your password. There will be a convenience fee charged as well. Please see the fee schedule for the convenience fee listed below.

Convenience Fees

- $0.00 to $100.00 $3.00
- $101.00 to $125.00 $3.75
- $126.00 to $135.00 $4.00
- $136.00 and Up 3% of Total

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:
Hurst False Alarm Reduction Program
PO Box 207226
Dallas, TX 75320-7226

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. An appeal filing fee of $25 must be accompanied with your appeal to be processed and is refunded if the appeal is granted. 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

Appeals must be sent to:
Hurst False Alarm Reduction Program
PO Box 207226
Dallas, TX 75320-7226

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 subject to review by the City Manager.

What will happen if I do not pay the alarm fines?
Failure to pay the alarm fines within 30 days may result in a $25 late fee.

What is the effective date for the ordinance?
The revised alarm ordinance went into effect on September 12, 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) 664-4526, 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/hursttx. 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) 664-4526, Monday through Friday from 9 a.m. to 5 p.m.