City of La Porte Alarm Services
Frequently Asked Questions

Who is required to register their alarm?

Everyone operating an alarm system inside the city limits is required to register their alarm systems.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/laportetx You may also contact the La Porte Alarm Services at (877) 215-4593 Monday through Friday 9 a.m. to 5 p.m. Please make your check payable to "City of La Porte Alarm Services," and deliver by mail to: PO Box 843933 Dallas, TX 75284-3933. Permits are nontransferable. Permits are valid for one year from the date of creation.

What is the cost of an alarm permit registration?

The cost of an alarm registration is $35.00.

Where do the registration fees and 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?

For the first three false activations, there is no fine. Additional false activation within a 365 day period will result as follows:
False Alarm Activation:

Fourth through Fifth False Alarm	$50.00
Sixth through Seventh False Alarm	$75.00
Eighth and Over False Alarm	$100.00

City, State, and Federal Government buildings are exempt.

If I am assessed a fine/fee, can I pay online?

Yes, you can pay online at this website at this time.

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

The mailing address is:
City of La Porte Alarm Services
PO Box 843933
Dallas, TX 75284-3933

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

The City works with Bank of America to process all your payments. An advanced banking service that scans all the envelopes, payments, forms, and invoices is being used. The service allows your payment to be processed quickly. The service is only available at their main processing center located in Dallas.

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 or his or her designee by setting forth in writing the reasons for the appeal within ten (10) days of the notice date. The Alarm Administrator or his or her designee 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 permit number
- Reasons for the appeal
- Any supporting evidence

Do I have to register my car alarm?

No, car alarms do not need to be registered.

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

The La Porte alarm ordinance allows the La Porte Alarm Services to add any outstanding balance past 90 days onto your water bill with the city.

Can my alarm registration be suspended?

Yes, it can be suspended from police response. Some of the reasons are failure to make a timely payment of assessed fees or fines or making a false statement of a material fact in the application for registration.

I've become suspended, how do I reinstate my permit?

If your account has become suspended you will be required to pay all outstanding fees and fines, including any late or returned payment fees, provide an updated application with a $35 reinstatement fee and submit a certification from an alarm company stating that the security alarm system has been inspected and repaired.

What is the effective date of the ordinance?

The alarm ordinance went into effect in November 23, 2009.

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

If you received a duplicate alarm invoice, please contact us at (877) 215-4593, Monday through Friday from 9 a.m. to 5 p.m. 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/permit numbers that need to be combined or deleted.

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

Call us at (877) 215-4593, Monday through Friday from 9 a.m. to 5 p.m.