



PROVIDENCE POLICE DEPARTMENT
False Alarm Management Program
c/o CryWolf
PO Box 845092
Boston, MA 02284-5092
Telephone: (855) 732-9028
Email: providenceri@alarm-billing.com

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 Providence Alarm Ordinance defines a False Alarm as: *"the activation of an alarm system through mechanical or electronic failure, malfunction, improper installation, or the negligence of the alarm user, his/her employees or agents, and signals activated to summon law enforcement personnel unless law enforcement response was cancelled by the user's alarm company before law enforcement personnel arrive at the alarm location."*

Who is required to register their alarm?

Everyone operating an alarm system inside the City limits is required to register their alarm systems. Car alarms and 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/providenceri. You may also contact the False Alarm Management Program at (855) 732-9028 Monday through Friday 9 a.m. to 5 p.m. EST.

What is the cost of an alarm account registration?

The cost of an alarm account registration is \$10.00 annually.

What are the fines associated with false alarms?

	<i>Burglar:</i>
1 to 2	\$0
3	\$100
4	\$200
5	\$400
6 Plus	\$500

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 you remit payment online, you will also be charged a convenience fee.

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

The mailing address is:
Providence False Alarm Management Program
PO Box 845092
Boston, MA 02284-5092

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

The City has procured and authorized an outsourced company called Providence False Alarm Management Program/Cry Wolf 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 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:

- 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:
Providence False Alarm Management Program
PO Box 845092
Boston, MA 02284-5092

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 us at (855) 732-9028, Monday through Friday from 9 a.m. to 5 p.m. EST 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 (855) 732-9028, Monday through Friday from 9 a.m. to 5 p.m. EST.