



# New Castle County False Alarm Reduction Program Frequently Asked Questions

## **How can I help prevent false alarms?**

Make sure that you immediately report your false alarm to your alarm company, so they can cancel with police dispatch prior to police arrival to your home or business. Ensure that everyone in your household or business has been properly trained on your alarm system. Make sure your alarm system is in good working order and inspected periodically by your alarm company.

## **Who determines the fee amount for false alarms?**

The New Castle County Council approved the alarm ordinance that outlines the fee structure for false alarms.

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

Please complete the online registration form at [www.crywolfservices.com/newcastlede](http://www.crywolfservices.com/newcastlede). You may also contact the New Castle County False Alarm Reduction Program at (866) 839-2731 Monday through Friday 9 a.m. to 5 p.m. EST.

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

There is no cost to register your alarm system.

## **Who is required to have an alarm permit/license?**

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

## **Are false alarms a problem?**

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous number of false alarms. The response to false alarms has created an additional burden on law enforcement agencies. Nationwide, approximately 99% of all burglar alarms police respond to are false.

## **What does the County hope to accomplish by enforcing the false alarm ordinance?**

The County wants to substantially reduce the number of false alarms that the police department responds to, thereby freeing up police resources to respond to emergencies.

## **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 two false alarm activations within a 365 day period, there is no fee. All additional false alarm activation fees are as follows:

False Alarm Activation:

Third False Alarm	\$100.00
Fourth False Alarm	\$200.00

Fifth and Over False Alarm

\$250.00

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

Yes, you can pay invoices online at this time. You will need to use your account number and password.

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

The mailing address is:  
New Castle County False Alarm Reduction Program  
Lockbox #6512  
PO Box 8500-6512  
Philadelphia, PA 19178-6512

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

Yes. The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator or his or her designee by setting forth in writing the reasons for the appeal within thirty (30) 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 my alarm fees?**

Failure to pay the alarm fees is a violation of County ordinance and may result in suspension of police response. Unpaid fees may be sent to a collections agency.

**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 having more than five false alarms within a 365 day period.

**How do I reinstate a suspended permit?**

If your account has been suspended, you will be required to pay all outstanding fees and provide satisfactory evidence your alarm system has been inspected or repaired.

**What is the effective date for the ordinance?**

The most recent alarm ordinance went into effect in June 13, 2006.

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

If you received a duplicate alarm invoice, please contact us at (866) 839-2731, 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/permit numbers that need to be combined or deleted.

**Where can I read or obtain a copy of the ordinance?**

The alarm ordinance is posted online at this website.

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

Call us at (866) 839-2731, Monday through Friday from 9 a.m. to 5 p.m. EST.