

BENICIA POLICE ALARM PROGRAM

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

Failure to pay the alarm fines within 30 days will result in the assessment of a 10% late fee. Your account will be assessed a 1% late fee for each month thereafter that your account remains delinquent.

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

The alarm ordinance went into effect in December 2017

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

If you received a duplicate alarm invoice, please contact us at (855) 664-4537, 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 online at www.crywolfservices.com/beniciaca. 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 (855) 664-4537, Monday through Friday from 9 a.m. to 5 p.m.

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Who is CryWolf?

The City has contracted with CryWolf, a company specializing in city security alarm programs, to manage the Benicia Police Department Security Alarm Program.

All of written communications regarding this program will be sent to the public by CryWolf on the Benicia Police Department's behalf.

Phone: (855) 664-4537

Fax: (877) 302-9820

beniciaca@alarm-billing.com



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Frequently Asked Questions

P.O Box 888902
Los Angeles, CA 90088-8902

Phone: (855) 664-4537
Fax: (877) 302-9820
beniciaca@alarm-billing.com

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

Please complete the online registration form at www.crywolfservices.com/beniciaca. You should contact CryWolf with any questions at (855) 664-4537, Monday through Friday 9 a.m. to 5 p.m. You may also contact Benicia Police Department directly at (707)746-4242.

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

The initial cost for an alarm permit is \$25.00. The cost for the annual renewal of your alarm permit is \$25.00.

- **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 to are false.

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- **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 calendar year will result as follows:

Registered - alarm response by Police:

- 1st false alarm: \$0*
- 2nd false alarm: \$100*
- 3rd false alarm: \$200*
- 4th & additional false alarms: \$300*

Unregistered - alarm response by Police:

- 1st false alarm: \$100*
- 2nd false alarm: \$200*
- 3rd false alarm: \$300*
- 4th & additional false alarms: \$400*

- **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 password.

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- **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:

Benicia Police Department Alarm Program
P.O Box 888902
Los Angeles, CA 90088-8902

- **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) business days** of the notice date. 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:

Benicia Police Department Alarm Program
P.O Box 888902
Los Angeles, CA 90088