



# City of Miami Gardens False Alarm Reduction Program FAQ's

## Who do I contact if I have questions?

If you have access to the Internet visit [www.crywolf.us/oss/miamigardensfl/](http://www.crywolf.us/oss/miamigardensfl/) click on one of the following (3) options for additional information:

New Accounts: apply for a permit on-line using a credit card

Current Accounts: sign in site for registered alarm holders to view their account

Prevention: to view the City of Miami Gardens Alarm Ordinance or review procedures

By Telephone for *billing questions*, contact 877-665-2980, Monday-Friday from 9:00 am-5:00 pm. For *permit questions*, contact 305-474-1392, Monday - Thursday 7:00 am - 5:00 pm.

## Who is required to have an alarm permit?

Everyone operating a burglar alarm system inside the City of Miami Gardens limits is required to register their alarm system except for Government buildings.

## How do I register my alarm system?

If you have access to the Internet visit [www.crywolf.us/oss/miamigardensfl/](http://www.crywolf.us/oss/miamigardensfl/) click the "New Accounts" icon and complete the online registration form. Include the complete alarm address, a complete billing address, emergency contact information including cell phone numbers, copy of the final inspection and the alarm company information.

**In Person** visit the Miami Gardens Police Department Records Unit, 1020 NW 163 Drive, Miami Gardens, from 7:30 am to 5:30 pm Monday-Friday, except Holidays. Bring the complete alarm address, a complete billing address, emergency contact information including cell phone numbers, copy of the final inspection, and the alarm company information. Allow (5) days for processing.

**By Mail** visit the Miami Gardens Police Department Records Unit, 1020 NW 163 Drive, Miami Gardens, from 7:30 am to 5:30 pm Monday-Friday, except Holidays and pick up an application or visit [www.crywolf.us/oss/miamigardensfl/](http://www.crywolf.us/oss/miamigardensfl/) and print out an application. Mail the completed application, with a \$37 check payable to the City of Miami Gardens to Miami Gardens FAP, 1020 NW 163 Drive, Miami Gardens, FL 33169. Include your complete alarm address, a complete billing address, emergency contact information including cell phone numbers, copy of the final inspection, and the alarm company information. Allow (5) days for processing.

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

There is an **initial \$37.00 alarm permit registration fee** for Residential or Commercial Properties. Permits are valid for (1) year and must be posted near the alarm panel. Permits are automatically renewed each year at no cost if the owner did not have any false alarms.

There is a **renewal fee of \$15.00** if the alarm owner had 1 or more false alarms during the previous 365 day period.

### Do I need to get a building permit to install a new alarm?

Yes. The alarm company that is installing the alarm must request a building permit. After the alarm has been installed, the Building Department will come to your location and complete a final inspection and sign off on the permit. When you go to get your alarm permit you must bring a copy of the final inspection. Contact the Building Department at 305-622-8029 for additional information.

### What happens if I have a false alarm and fail to pay the renewal fee?

If the \$15.00 alarm permit renewal fee is not paid by the due date, the alarm permit becomes invalid and the alarm is considered to be **unregistered**. The owner will not receive a new permit and must pay the **initial \$37.00 alarm permit registration fee** to receive a new alarm permit.

### Are false burglar alarms a problem?

The Miami Gardens Police Department is tasked with prevention of criminal activity and response to public safety calls within the City of Miami Gardens. During 2010, Miami Gardens Police Officers responded to over 3,100 false alarms, which placed a significant burden on resources. So far, in the first quarter of 2011, the Department has responded to 834 false alarm calls. Responding to false alarm calls reduces the hours of patrol time and obligates two officers who would otherwise be dedicated to crime prevention.

In response to the high number of false alarm calls, on April 27, 2011 the City of Miami Gardens entered into an agreement with CryWolf False Alarm Solutions. CryWolf is a third party contractor that will administer this program. With the budget issues facing local governments, many cities have turned to outsourcing false alarm services and instituting a revenue sharing program to reduce employee costs in administering the program.

### What does the City expect to accomplish by enforcing the false alarm ordinance?

The City wants to substantially reduce the number of false alarms officers respond to. This program is necessary due to the burden placed on the police department in responding to false alarms. Studies have shown that enacting a structured program with escalating fines reduces the number of false alarm calls and as a byproduct allows police officers to be available to respond to other calls for service.

### What if my alarm is activated and is determined to be false?

The Alarm Owner will receive a Notice by mail stating the date and time that an alarm activation was received by the Miami Gardens Police Department. Alarm Owners will receive an invoice based on the chart below:

**For a registered account**, there is no charge for the first or second false alarm activation within a 365 day period.

**For accounts that are unregistered at the time of a false alarm** a civil penalty, in addition to any false alarm fines incurred and the \$37.00 registration fee, will be charged for any false alarm activation within a 365 day period.

### How much will I be charged?

False Alarm Count	False Alarm Fine	Additional Unregistered Alarm Civil Penalty
1 False Alarm	0	\$50
2 False Alarms	0	\$100
3 and 4 False Alarms	\$50	\$250
5 and 6 False Alarms	\$100	\$500
7 to 10 False Alarms	\$200	\$500
11 Plus False Alarms	\$500	\$500

### Will I be charged for alarm activations that are not false?

No, you will never be charged for a burglar alarm activation that is not false. This ordinance allows charges for false alarms only.

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

The Miami Gardens City Council approved the Alarm Ordinance and the Revenue Manual that outlines the fee structure for burglar alarm permits and false burglar alarms.

### If I receive a Notice, how do I pay?

**Pay Online** with a credit card by logging onto [www.crywolf.us/oss/miamigardensfl/](http://www.crywolf.us/oss/miamigardensfl/). Click the Current Accounts icon and enter your account number and password. If you have not previously logged on this website, click the New Alarm User icon and register for online access.

**Pay by Mail** by including a copy of the Notice and write the Notice number on your check or money order. Mail your check or money order (**NO CASH**) payable to the City of Miami Gardens Alarm Reduction Program, PO Box 864714, Orlando, Florida 32886-4714. Allow (10) days for processing.

~~**Dispute an Assessed Fee** by requesting a hearing date before a Special Magistrate within seven (7) days of the appeal. Request a hearing date by mailing a written request to the City of Miami Gardens False Alarm Reduction Program, 1020 NW 163<sup>rd</sup> Drive, Miami Gardens, FL 33169. There will be a \$60 administrative fee and you will be notified of a hearing date by mail.~~

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

If you received a duplicate alarm invoice, please contact us at (877) 665-2980, Monday through Friday from 9 am to 5 pm so we can delete the incorrect invoice(s).

### Do I have to register my car or fire alarm?

Car alarms do not need to be registered and fire alarms are registered with the Miami-Dade Fire Rescue Department. For further information regarding fire alarms, visit [www.miamidade.gov/mdfr](http://www.miamidade.gov/mdfr) or contact 786 331-5000, Monday-Friday from 9:00 am-5:00 pm.

### 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. 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 can I call if I have additional questions or comments?

For billing questions, contact 877-665-2980, Monday-Friday from 9:00 am-5:00 pm.

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