



Washoe County False Alarm Reduction Program  
PO Box 399056  
San Francisco, CA 94139-9056  
Telephone: (855) 664-4324  
Fax: (877) 302-9820  
Email: washoe@superion.com

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

Please complete the online registration form at [www.crywolfservices.com/washoe](http://www.crywolfservices.com/washoe). You may also contact the Washoe County False Alarm Reduction Program at (855) 664-4324, Monday through Friday 9 a.m. to 5 p.m.

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

The initial cost for an alarm permit is \$24.00. If you are a senior, the annual cost of an alarm permit registration fee is \$12.00.

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

Everyone operating a monitored or non-monitored audible alarm system with an external audible alarm is required to register their alarm system.

**Where do the alarm service fees go?**

The fees are used to offset the County'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, 99% or more of all the burglar alarms police respond on are false.

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

The County wants to 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 permit year will result as follows:

***Burglar***

1	\$100
2	\$125
3	\$150
4	\$175
5+	\$200



*If you need to contact Washoe County, please call us at Washoe311 at 3-1-1 or (775) 328-2003 or email us at [washoe311@washoecounty.us](mailto:washoe311@washoecounty.us).*

***Robbery/Panic***

1+ \$200

***Audible***

1+ \$100

**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 either an invoice number or your password.

**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:  
Washoe County False Alarm Reduction Program  
PO Box 399056  
San Francisco, CA 94139-9056

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

The Alarm User may appeal an assessment of a false alarm fine to the Washoe County Sheriff's Office designee, the Washoe County Administrative Hearing office by setting forth in writing the reasons for the appeal within twenty (20) days of the notice date. The Washoe County Administrative Hearing office 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 emailed to [washoe@superion.com](mailto:washoe@superion.com) or mailed to:  
Washoe County False Alarm Reduction Program  
PO Box 399056  
San Francisco, CA 94139-9056

**If I disagree with the Washoe County Administrative Hearing Office appeal finding, can I appeal that decision?**

The decision of the Washoe County Administrative Hearing Office is final.

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

Failure to pay the alarm fines within 30 days may result in the suspension of your alarm permit.



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

The alarm ordinance became effective on October 13, 2009 and was amended on May 16, 2012.

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

If you received a duplicate alarm invoice, please contact us at (855) 664-4324, 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 posted online at this website, [www.crywolfservices.com/washoe](http://www.crywolfservices.com/washoe). 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 us at (855) 664-4324, Monday through Friday from 9 a.m. to 5 p.m. You can also reach Washoe County by calling Washoe311 at 3-1-1 or (775) 328-2003.



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