



CHICO POLICE DEPARTMENT

PRESS RELEASE

530-897-4942

ONLINE FALSE ALARM REGISTRATION NOW AVAILABLE

The City of Chico recently amended the false alarm ordinance. The false alarm program is now offering online registration for the convenience to the public to pay false alarm penalties. The online registration service is part of an agreement with Public Safety Corporation of Waldorf, MD to handle most administrative functions of the false alarm reduction effort. The agreement furthers Chico Police Chief Mike O'Brien's commitment to reduce the number of false alarms responded to by patrol officers, enabling them to remain available for higher priority calls and crime reduction efforts.

The agreement with Public Safety Corporation reduces the staffing needed for the coordination of alarms within the department. Public Safety Corporation, who uses its proprietary CryWolf software, will take over alarm registrations, false alarm notifications, billing and collections for the City. They will also provide customer support from 9am – 5 pm Monday through Friday at 855-905-0609.

Any business that provides alarm monitoring, servicing or installation is required to be registered as an alarm provider. Registration for alarm companies or registration for those without computer access can be done through Public Safety Corporation at its customer service phone number: (855)-905-0609. The web address for registration is: <https://www.crywolfservices.com/chicoca>

All alarm companies are required to register their alarm system customers per the ordinance. This includes all private, business, and government locations within the City of Chico service area.

The Chico Municipal Code imposes a graduated civil penalty for two or more false alarms. Customers that have been issued a false alarm penalty may pay their penalty online at the email address: <https://www.crywolfservices.com/chicoca>

Please direct media and public question or inquiries to Public Safety Corporation at (855)-905-0609.