



## **CITY OF CHICO, CA-FREQUENTLY ASKED QUESTIONS**

**False Alarm Reduction Program**  
**PO Box 888492**  
**Los Angeles, CA 90088-8492**

**Telephone: (855) 905-0609**

**Email: [chicoca@alarm-billing.com](mailto:chicoca@alarm-billing.com)**



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

You can voluntarily register your alarm with the City, by printing the Registration form from our website, completing the form and delivering it by mail to: PO Box 888492 Los Angeles, CA 90088-8492 or by completing the online registration form at [www.crywolfservices.com/chicoca](http://www.crywolfservices.com/chicoca). You may also contact the Chico False Alarm Reduction Program at (855) 905-0609 Monday through Friday 9 a.m. to 5 p.m.

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

There is no cost or requirement to register your alarm permit.

### **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 on are false.

### **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 respond 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 floating year will result as follows:

Alarm Activation:

First False Alarm	\$0.00
Second False Alarm	\$100.00
Third and Over False Alarm	\$200.00

### **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.

### **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:  
Chico False Alarm Reduction Program  
PO Box 888492  
Los Angeles, CA 90088-8492

**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 thirty (30) days of the notice date. 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

Appeals must be sent to:  
Chico False Alarm Reduction Program  
PO Box 888492  
Los Angeles, CA 90088-8492

**If I disagree with the Alarm Administrator's or his/her designee's appeal finding, can I appeal that decision?**

The decision of the Alarm Administrator is final.

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

Failure to pay the alarm fines within 60 days will result in a late fee of ten (10) percent charged each month for each delinquent invoice until the invoice is satisfied and the suspension of police response.

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

The alarm ordinance went into effect on April 21, 2015.

**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) 905-0609, Monday through Friday from 9 a.m. to 5 p.m. 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 (855) 905-0609, Monday through Friday from 9 a.m. to 5 p.m.