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/miamigardensfl/](http://www.crywolf.us/miamigardensfl/) click on of the following (3) options to receive 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 305-474-1516, Monday-Friday from 8:00 am-4:00 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/miamigardensfl/](http://www.crywolf.us/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, and the alarm company information.

In Person visit the Miami Gardens Police Department Records Unit, 1020 NW 163 Drive, Miami Gardens, from 7:00 am to 4:00 pm Monday-Friday. Have the complete alarm address, a complete billing address, emergency contact information including cell phone numbers, and the alarm company information. Allow (5) days for processing.

What is the cost of an alarm permit registration?

The one-time cost of an alarm permit registration is $37.00 for Residential or Commercial Properties.
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. One of their key areas of response is to alarm calls at businesses and residences. 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 engaging in a revenue sharing program to reduce employee costs in administering the program.

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

The City wants to substantially reduce the number of false alarms to which the police department responds 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.

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.

What if my alarm is activated?

You will receive a Notice by mail stating the date and time that an alarm activation was received by the Miami Gardens Police Department. 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 fine incurred and the registration fee will be charged for any false alarm activation within a 365 day period.

<table>
<thead>
<tr>
<th>False Alarm Count</th>
<th>False Alarm Fine</th>
<th>Additional Unregistered Alarm Civil Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 False Alarm</td>
<td>$0</td>
<td>$50</td>
</tr>
<tr>
<td>2 False Alarms</td>
<td>$0</td>
<td>$100</td>
</tr>
<tr>
<td>3 and 4 False Alarms</td>
<td>$50</td>
<td>$250</td>
</tr>
<tr>
<td>5 and 6 False Alarms</td>
<td>$100</td>
<td>$500</td>
</tr>
<tr>
<td>7 to 10 False Alarms</td>
<td>$200</td>
<td>$500</td>
</tr>
<tr>
<td>11 Plus False Alarms</td>
<td>$500</td>
<td>$500</td>
</tr>
</tbody>
</table>
Who determines the fee amount for false alarms?

The Miami Gardens City Council approved the alarm ordinance that outlines the fee structure for burglar alarm permits and false burglar alarms.

If I receive a Notice, how do I pay?

Pay Online by logging onto www.crywolf.us/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, to the following address. Allow (10) days for processing.

City of Miami Gardens False Alarm Reduction Program
PO Box 864714
Orlando, Florida 32886-4714

Dispute an Assessed Fee by requesting an appeal in writing within seven (7) days of the receipt of Notice. The mailing address is:

City of Miami Gardens False Alarm Reduction Program
PO Box 864714
Orlando, Florida 32886-4714

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, visit 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 to your home or business. 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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