



CITY OF DEERFIELD BEACH, FL - FREQUENTLY ASKED QUESTIONS

False Alarm Reduction Program
PO Box 862545
Orlando, FL 32886-2545

Telephone: (855) 905-0617
Fax: (877) 302-9820
Email: deerfieldbeachfl@publicsafetycorp.com

Why was a new alarm ordinance adopted?

The intent of this article is to encourage alarm users to maintain operational reliability, to promote the proper use of alarm systems and to reduce or eliminate dispatch requests for false alarms. This article governs systems intended to summon police or fire response, to require registration of alarm systems, to establish fees and to provide penalties for violations.

What constitutes a false alarm?

The City of Deerfield Beach alarm ordinance defines a false alarm as: "activation of an alarm through mechanical failure, malfunction, improper installation, the negligence of an alarm user or his or her agents and employees, or any other cause which results in a proper response by the police or fire/rescue personnel wherein it is subsequently determined that no criminal activity, attempted criminal activity, fire, medical emergency or any other activity requiring urgent attention occurred at the location of the response. It shall be prima facie evidence that no such activity occurred if no report stating that the alarm was the result of a criminal activity, attempted criminal activity, fire or medical emergency is filed by the police or fire/rescue personnel who responded to the alarm."

Who is required to register their alarm?

Everyone operating an alarm system inside the city limits is required to register their alarm systems. Car alarms, and life alert systems, are not included in the registration requirements.

How do I register my alarm system?

Please complete the online registration form at <https://www.crywolfservices.com/deerfieldbeachfl> or mail in a completed registration form to the City of Deerfield Beach False Alarm Reduction Program (FARP). You may also register by phone at (855) 905-0617, Monday through Friday 9 a.m. to 5 p.m. EST.

What is the cost of an alarm permit registration?

The initial registration cost of an alarm permit is \$30.00. The annual renewal cost of an alarm permit is \$25.00. Also, alarm users will be assessed a civil penalty for each false alarm while having an account that is unregistered, or pending with the program. The fine is \$50 for each false alarm in addition to alarm fees while the alarm system remains unregistered. There will also be an additional fee of \$15 for each occurrence after thirty (30) days of non-payment.

When do I renew my alarm permit?

Alarm permits need to be renewed annually. You will receive a notice to renew your permit thirty (30) days prior to your annual expiration date. It is also important to update your account if any information regarding your permit has changed. You can do so at any time online at <https://www.crywolfservices.com/deerfieldbeachfl> or by phone at (855) 905-0617, Monday through Friday from 9 a.m. to 5 p.m. EST.

What are the fines associated with false alarms?

Burglar Alarm Activation:

First & Second False Alarm	\$0
Third False Alarm	\$50
Fourth False Alarm	\$100
Fifth and Over False Alarm	\$200

Fire Alarm Activation:

First & Second False Alarm	\$0
Third & Fourth False Alarm	\$100
Fifth and Over False Alarm	\$150

If I am assessed a fine/fee, can I pay online?

Yes, you can pay online at this website: <https://www.crywolfservices.com/deerfieldbeachfl>. You will need to use your account number and password. All payments are processed through a secured online payment system.

If I choose to pay my fine/fee by check, where do I send it?

The mailing address is:

City of Deerfield Beach False Alarm Reduction Program
PO Box 862545
Orlando, FL 32886-2545

Why is the address to send payment different from the City address?

The City has procured and authorized an outsourced company called Public Safety Corporation/CryWolf to process permit registrations, invoices, and payments. All payments made via mail are transferred to a protected account at the City's financial institution.

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

The Alarm User may appeal the assessment of penalties to the Chief of Police by setting forth in writing the reasons for the appeal within thirty (30) days of the date of the letter of notification of proposed action. While the appeal is pending, the action proposed by the Deerfield Beach Police Department shall not be implemented. Appeals may be submitted on the website at <https://www.crywolfservices.com/deerfieldbeachfl>, emailed to deerfieldbeachfl@publicsafetycorp.com or mailed to:

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Be sure to include the following in 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

The Alarm User will be notified in writing of the appeal decision. If the request is denied, payment shall be due immediately after the decision has been rendered.

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

Yes, if you wish to appeal the decision of the Chief of Police, the appeal may be considered by the Code Enforcement Special Master, or his or her designee. A copy of the Police Chief's decision shall be submitted with the appeal request.

The appeal must be filed within ten (10) days of the mailing of the letter of notification of the Police Chief's decision or the right to appeal will be waived. The decision of the City Manager shall be final. Alarm Users are sent to court if they do not appeal or pay.

Can the Police Department suspend alarm response to my location?

Police response to your location will never be suspended.

Is there a returned check fee?

Yes, the returned check fees are as follows:

Invoice Amount	Returned Check Fee
Up to \$50	\$25
\$51-\$300	\$30
\$301 or more	\$40

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

If you received a duplicate alarm invoice, please contact us at (855) 905-0617, Monday through Friday from 9 a.m. to 5 p.m. EST, 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. You may also contact us by email at deerfieldbeachfl@publicsafetycorp.com.

Who can I contact if I have additional questions or comments?

Call us at (855) 905-0617, Monday through Friday from 9 a.m. to 5 p.m. EST or email us at deerfieldbeachfl@publicsafetycorp.com. For any customer whose primary language is not English, we offer a translator service for your convenience.