



Prescott Valley False Alarm Reduction Program

Frequently Asked Questions



How do I register my alarm system?

If you are not registered with the town, please follow the below directions to complete the registration application on our website.

1. Go to <https://www.crywolf.us/prescottvalleyaz>
2. Click on “ New Accounts”
3. Click on “ Apply for a Permit”
4. Complete all tabs with required information
5. Click “Submit” and you will be provided with your completed registration form to keep for your records

What is the cost of an alarm permit registration?

The cost of an alarm registration is \$15.

Who is required to have an alarm permit/license?

Only Alarm Systems that have a false alarm are required to register. The Town of Prescott Valley False Alarm Ordinance covers all residential and business security and burglar alarm systems within the town limits. Those locations that have a false alarm after [Date] are required to have a permit/license.

What happens if I do not register my alarm?

Alarm systems that are not registered with the town are subject to a \$30 non-registration assessment for being in violation of the town ordinance.

Are false alarms a problem?

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous number of false alarms. The response to false alarms has created an additional burden on law enforcement agencies. Nationwide, approximately 99% of all burglar alarms police respond to are false.

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

The Town wants to substantially reduce the number of false alarms that emergency personnel responds to, thereby freeing up emergency personnel to respond to actual emergencies.

Will I be charged for alarm activations that are not false?

No, you will not be charged for a false alarm activation that is not false as this ordinance only allows charges for false alarms. If you are charged for an alarm that you do not believe was false then you can file an appeal within twenty (20) days.

What if my alarm is activated accidentally?

If an alarm is accidentally activated and subsequently canceled prior to police arrival at the site of the false alarm,

no fee will be charged. If an alarm is accidentally activated and police arrive on scene, it will be considered a false alarm and may be subject to a false alarm assessment. For the first false alarm activation each 365 days, there is no assessment. All additional false alarm activation assessments are \$52 per occurrence.

Are there any classes I can take to help prevent false alarms?

Yes, you can take an alarm user awareness class here on this website by logging into your account and select the option "Alarm User Awareness". Please note: the alarm user awareness class can only be taken once within a 12 month period and you must pass the test with a score of 70% or higher. If you have taken the class prior to a second false alarm in 365 days, the \$52 assessment will be waived with proof you took the class and passed the test.

What types of alarm systems are addressed under this ordinance?

The Town of Prescott Valley False Alarm ordinance covers all residential and business security and burglar alarm systems.

If I disagree with an assessment, can I appeal?

Yes. If you disagree, the ordinance does have an appeal provision. The Alarm User may appeal an assessment of a false alarm assessment to the town by setting forth in writing the reasons for the appeal within twenty (20) days of the date of the notice sent.

Be sure to include your name, the alarm location, date of the false alarm, your permit number, reasons for the appeal and any supporting evidence. Additional details can be found on the "Appeal Guidelines" tab under False Alarm Prevention".

Do I have to register my car alarm?

No, car alarms do not need to be registered.

Where do I send my check?

The mailing address is:
Prescott Valley False Alarm Reduction Program
PO Box 29815
Phoenix, AZ 85038-9815

Can I pay online?

Yes, you can pay online at this website. You will need to use your account number and password.

What will happen if I do not pay my alarm assessment(s)?

Failure to pay false alarm assessments will result in invoices being sent over to a collections agency.

What is the effective date for the ordinance?

The alarm ordinance will go into effect February 20, 2014.

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

If you received a duplicate alarm invoice, please contact us at (855) 725-7106, 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 under "False Alarm Prevention".

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

Call us at (855) 725-7106, Monday through Friday from 9 a.m. to 5 p.m.