



How do I register my alarm system?

If you are not registered with the City, please print the Registration form from our website, complete the form, make your check payable to "Santa Fe False Alarm Reduction Program", and deliver by mail to: PO Box 912695 Denver, Colorado 80291-2695

What is the cost of the alarm registration?

The cost of an alarm registration is \$25.

Who is required to have an alarm permit/license?

Everyone operating an alarm system inside the city limits is required to register their alarm system.

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 responds 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 amendment allows charges for false alarms only.

What if my alarm is activated accidentally?

For the first two false activations, there is no fine. Additional false activation within a 365 day period will result as follows:

False Alarms:

3 to 5 \$150 each incident

6 Plus \$300 each incident

City, State, and Federal Government buildings and Public Schools are exempt.

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

Yes. If you disagree, the ordinance does have an appeal provision. To appeal a false alarm fee, please read the following:

The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator by setting forth in writing the reasons for the appeal within thirty (30) days from the date the notice was mailed and paying an appeal fee of \$50 for each invoice appealed. A hearing officer shall conduct a formal hearing within thirty (30) days of the receipt of the appeal. The alarm administrator will give written notice by certified mail to the appellant at least ten days prior to the hearing. The hearing officer shall make a decision on the basis of preponderance of evidence presented at the hearing. The hearing officer shall render a decision within thirty (30) days. The appellant will be notified by mail of the decision rendered.

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:

Santa Fe False Alarm Reduction Program

PO Box 912695

Denver, CO 80291-2695

Why am I sending my invoice and payment to an address in Denver, CO?

The City works with Wells Fargo to process all your payments. An advanced banking service that scans all the envelopes, payments, forms and invoices is being used. The service allows your payment to be processed quickly. The service is only available at their main processing center located in Denver, CO.

Do you accept credit cards?

Yes, you may pay with a credit card online at our site. Through the mail you may pay with checks, money orders or cashier's checks. DO NOT send cash.

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

Failure to pay the alarm fines within 30 days may result in suspended police response.

Can my alarm registration be suspended?

Yes it can be suspended from police response. Some of the reasons are failure to make a timely payment of assessed fees or fines, having more than eleven false alarms, making a false statement of a material fact in the application for registration or failure to submit a written certification from an alarm installation company.

I've become suspended, how do I reinstate my permit?

If your account has become suspended you will be required to pay all outstanding fees and fines, including any late or returned payment fees, pay a \$25 reinstatement fee and submit a certification from an alarm company stating that the security alarm system has been inspected and repaired.

What is the effective date for the ordinance?

The alarm ordinance went into effect in October 6, 2009.

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

If you received a duplicate alarm invoice, please contact us at (877) 215-4594 so we can delete the incorrect invoices.

Where can I read or obtain a copy of the ordinance?

The alarm ordinance is posted online at:

<https://www.crywolfservices.com/santafenm> or you can call us at (877) 215-4594.

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

Call us at (877) 215-4594, Monday through Friday from 9 a.m. to 5 p.m.