



**REVENUE
AUTHORITY
OF PRINCE
GEORGE'S
COUNTY**

**False Alarm Reduction Unit
Frequently Asked Questions (FAQs)**

Q. What is a false alarm?

- A. Pursuant to Prince George's Code Section 9-201 of the County Code, a false alarm is a request for immediate police department assistance which is not in response to actual or threatened criminal activity or activation of an alarm system which results in an emergency response by the police to an alarm site for which the responding police officer finds no evidence of a criminal offense or attempted criminal offense at the alarm site. False alarms include negligently or accidentally activated signals; signals which are the result of faulty, malfunctioning, or improperly installed or maintained equipment; or signals which are purposely activated to summon the police in nonemergency situations.

An emergency response to an alarm signal which is cancelled by the alarm user or alarm business prior to the time the responding police officer reaches the alarm site shall not be considered a false alarm.

Q. Why does the County have a False Alarm Reduction Unit?

- A. The unit was established to reduce false alarm calls, promote responsible alarm usage, and enhance the efficiency of public safety responses.

Q. Who should obtain an alarm user permit?

- A. In accordance with Prince George's County Code Section 9-211, every alarm user shall obtain an alarm user permit for each alarm system they operate on commercial or residential premises within the County's municipal jurisdiction. No permit will be issued for any system utilizing an automatic dialing device which is programmed to transmit a prerecorded message or code signal directly to a telephone number assigned to the Prince George's County Police Department.

Q. How do I register my alarm system?

- A. You can register online at <https://www.crywolfservices.com/princegeorgescomd/> or by calling (855) 809-2056.

Q. Is there an alarm user permit fee?

- A. Yes. Residential alarm permits require a twenty-dollar (\$20.00) fee, and commercial permits require a fifty-dollar (\$50.00) fee. Both are renewable every two years. Payment must be remitted with permit registration and renewals.

Q. What happens if I don't register my alarm system?

- A. Operating an unregistered alarm system may result in the imposition of fines and may constitute grounds for placing the system on police nonresponse status.

Q. What are the fines for false alarms?

- A. Alarm users are required to pay a false alarm response fee for each false alarm generated by their system. The fees are as follows:

FALSE ALARM SIGNAL OCCURRENCE	FALSE ALARM RESPONSE FEE
1st or 2nd	No fee
3rd, 4th, 5th, or 6th	\$50.00
7th, 8th, or 9th	100.00
10th, 11th, or 12th	150.00
13th or greater	200.00

Q. How can I avoid false alarms?

- A. To prevent false alarms, ensure all users are properly trained on the alarm system, regularly maintain and test the equipment, secure all doors and windows before arming the system, and notify your alarm company of any changes to contact information or passcodes.

Q. Do I need to display a physical alarm permit decal?

- A. Effective August 22, 2025, physical alarm permit decals will be replaced by electronic permits. This change eliminates the need to display a physical decal and removes the twenty-five-dollar (\$25.00) replacement fee for lost or damaged decals. No action is required for active, registered false alarm accounts currently using a physical decal, as the transition to digital will occur automatically.

Q. How do I update or cancel my alarm permit?

- A. Alarm permit updates or cancellations may be made online at:
<https://www.crywolfservices.com/princegeorgescomd/> or by calling (855) 809-2056.

Q. Who can I contact for more information?

- A. For more information, you may contact the False Alarm Reduction Program through the following methods:

Mail: P.O. Box 715888; Philadelphia, PA 19171-5888
Online: <https://www.crywolfservices.com/princegeorgescomd/>
Phone: (855) 809-2056
Email: princegeorgescomd@alarm-billing.com

For more information about the Revenue Authority, please visit us at:
<https://www.princegeorgescountymd.gov/departments-offices/revenue-authority>