



**Q: Who needs an alarm permit?**

**A:** Every residence and business within Maricopa city limits with an audible alarm, monitored or not, is required to register their alarm system by obtaining an alarm permit from the Maricopa Police Department within 10 days of installation of the alarm system or 30 days from obtaining possession of a property with an alarm system previously installed.

**Q: Where do I go to apply for renewal of my alarm permit?**

**A:** Visit the city web page here (<https://ci-maricopa-az.smartgovcommunity.com/Public/Home>) and follow the instructions to apply for an alarm permit.

**Q: What is the cost of an annual alarm permit?**

**A:** Alarm permits cost \$20 annually. A \$5 per month late fee will be assessed for every 30 days the alarm permit fee is not paid in full.

**Q: How long is my permit good for?**

**A:** Alarm permits expire 12 months from the date of application. A renewal letter will be e-mailed approximately 30 days before the expiration date with instructions on how to renew an alarm permit.

**Q: What do I do if I need to make changes, or cancel my alarm permit?**

**A:** To make any changes or cancel an alarm permit simply log into SMARTgov and update the information. Follow the same process to cancel an alarm permit.

**Q: Does my alarm permit transfer if I move to a new house?**

**A:** No. Alarm permits are non-transferable and non-refundable. You will need to apply for a new alarm permit for the new residence.

**Q: What happens if I don't get an alarm permit and the police are called to my property?**

**A:** If police are called to your property and no alarm permit is on file, a failure to permit fee notice in addition to a false alarm fee notice will be mailed or emailed to your property within 30 days. Failing to register an alarm system and obtain an alarm permit and failing to pay assessed fees will lead to further civil penalties.

**Q: What is a false alarm?**

**A:** City of Maricopa ordinance 10-4 Alarm System defines a false alarm as the activations of an alarm system through mechanical or electronic failure, malfunction, improper installation or the negligence of the alarm user, his/her employees or agents, and signals activated to summon law enforcement personnel.

**Q: What does the city hope to accomplish by enforcing the false alarm ordinance?**

**A:** The City and the Police Departments goal is to reduce the number of false alarms that occur in the City of Maricopa, allowing the police department to use their resources more effectively.

**Q: Are false alarms that big of a problem?**

**A:** Yes! Approximately 95% of all alarm calls are found to be false. This equates to hundreds of hours spent responding to false alarms by police officers.

**Q: I received a false alarm letter, what do I do next?**

**A:** If your alarm was a true false alarm, follow the instructions on the letter to pay the false alarm fee, or complete the online Alarm User Awareness Class. If you believe you were charged a false alarm

## False Alarm Program – FAQs

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fee erroneously, follow the steps to appeal the false alarm.

### **Q: What is Alarm User Awareness Class?**

**A:** False alarm school is an easy power point presentation that gives great tips on how to prevent false alarms. This can only be taken once every 12 months, and it waives only one false alarm fee for that permit year, up to \$75.00.

### **Q: How do I appeal a false alarm charge?**

**A:** All appeals must be submitted in writing within 10 days of the letter. You will receive a written response within 30 days from the date of appeal with the outcome. The form and further instructions can be found here (<https://ci-maricopa-az.smartgovcommunity.com/Public/DocumentsView>) in the "Police Department" Section.

### **Q: What happens if I have multiple false alarms in one year?**

**A:** Each false alarm is charged a separate fee, and payment is due within 30 days of the false alarm letter. The police department will cease responding to alarm calls at a property after eight (8) false alarm calls within a 12-month period; with the exception of duress, holdup, robbery, and panic alarms.

### **Q: I have additional questions about false alarms, who do I contact?**

**A:** Any additional questions can be emailed to [alarm@maricopa-az.gov](mailto:alarm@maricopa-az.gov) . Your email will be returned within two-three business days.