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POLICE DEPARTMENT MAKES ADMINISTRATIVE CHANGES TO FALSE ALARM REDUCTION PROGRAM

HIGH POINT, NC (January 10, 2016) – The City of High Point has implemented a new process for residents and businesses designed to reduce false burglary alarms. On December 5, 2016, the High Point City Council amended the City’s Burglary and Robbery Alarm Ordinance. Changes include:

- The registration fee has changed from a one-time \$15 fee to a yearly \$10 fee
- New alarm permits will now be valid for a permit year, one full year from date of renewal. Previously, permits were only valid for the calendar year, regardless of registration date.

In addition, the False Alarm Reduction Program will now be administered through Cry Wolf Services. This change will make it easier for users to update contact information and provide them with the ability to access their accounts online and monitor alarm activations, fees, fines and payments, as well as help simplify the renewal process. The service also provides officers and dispatchers with current information including alarm status, alarm system contacts, false alarm history and unique alarm site conditions, i.e. senior in building or guns on premises.

The False Alarm Reduction Program was initially put in place in 1992 in order to address the problem of repeat false burglary or panic alarms at both business and residential locations which required constant police response. While repeat false alarms have decreased over the years, in the previous fiscal year, High Point Police officers responded to 5,149 business or residential alarms, with approximately 50% identified as false alarms.

All alarm owners are asked to log in at www.crywolfservices.com/highpointnc and renew their permits or apply for a new permit for an unregistered alarm. Failure to renew or register an alarm can result in a \$100 civil penalty, as all burglary alarms are required to have a valid permit for operation.

For registration or technical questions, residents should contact Cry Wolf Services at 855.809.2055. For all other questions, please contact Customer Service at 336.883.3111.

The City of High Point aims to serve as the catalyst for bringing together the community’s human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America. For more information on the City, visit www.highpointnc.gov.

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