

# **Louisville False Alarm Reduction Program**

## ***Frequently Asked Questions (FAQs)***

### **How can I help prevent false alarms?**

- Make sure that you immediately report your false alarm to your alarm monitoring company, so they can cancel the police dispatch prior to police arrival at your home or business.
- Ensure that everyone in your household or business has been properly trained on your alarm system.
- Make sure your alarm system is in good working order and inspected periodically by your alarm company.
- Know your passcode. When the monitoring company calls you to verify the alarm, give them your passcode if you know the alarm was accidentally set off.

### **How do I register my alarm system?**

The ordinance requires alarm companies and monitoring companies to register their alarm users with the Louisville False Alarm Reduction Program. If you are not registered with us, please contact your alarm company so they can get you registered. Your fine will be doubled if your system is not registered with us.

### **Is there a fee to get a registration number for my alarm system?**

There is no cost to register your alarm.

### **When does my registration expire?**

At this time, there is no expiration date on registered alarm user's systems.

### **What if I move, does my alarm registration number go with me?**

No, it does not. You should call your alarm company and have them notify the Louisville False Alarm Reduction Unit to close your account on the day you move from your current address.

**Will I get a new registration if I move to another address that has an alarm system?**

Yes, your alarm company should notify the Louisville False Alarm Reduction Unit to register your new alarm system at your new location.

**Who determines the fee amount for false alarms?**

The Louisville Metro Government City Council approved the alarm ordinance that outlines the fee structure.

**Who is required to have an alarm permit/license?**

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

**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 98% of all burglar alarms police respond to are false.

**What does the Louisville Metro Government hope to accomplish by enforcing the false alarm ordinance?**

They want to substantially reduce the number of false alarms that the police department responds to, thereby freeing up police resources so officers can respond to real emergencies.

**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 ordinance allows charges for false alarms only.

**If I cancel the alarm before police arrive on scene, will I be charged a fine?**

No, alarms that are canceled before the police arrive on scene are not charged.

### **What if my alarm is activated accidentally?**

All false alarm activation fees are as follows:

#### *False Burglar Alarms:*

<b>Number of false burglar alarms</b>	<b>Fine</b>
1 – 2	\$0 – You will receive a warning notice from us
3 – 7	\$100/false alarm
8 – 12	\$200/false alarm
13 +	\$300/false alarm

#### *False Hold-up Alarms:*

<b>Number of false hold-up alarms</b>	<b>Fine</b>
1	\$0 – You will receive a warning notice from us
2-4	\$250/false alarm
5-9	\$500/false alarm
10 +	\$1,000/false alarm

### **Why was my fine more than these charges?**

Your alarm company never registered your alarm system with the Louisville False Alarm Reduction Unit, so according to the ordinance, you are subject to double fines.

### **If I disagree with an assessed fee, 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 fee by sending written notice within 10 days of the notification of the false alarm dispatch to the Alarm Administrator requesting an appeal and specifying the reasons for the appeal. A police report or dated photograph showing evidence of criminal offense should be included in the appeal.

**If I disagree with the Alarm Administrator's appeal finding do I have further appeals?**

Yes, if the Alarm Administrator does not adjust the alarm user's record, the alarm user shall be provided an opportunity for a hearing before the Code Enforcement Board. To request a hearing, the request must be made in writing within 10 days of receipt of the notice of the Alarm Administrator's decision. A hearing will be provided within 30 days of the receipt of the request.

**Do I have to register my car alarm?**

No, car alarms do not need to be registered.

**Where do I send my check?**

You will send your check directly to the banks corporate processing center. The mailing address is:

Louisville False Alarm Reduction Program  
PO Box 636148  
Cincinnati, Ohio 45263-6148

**Can I pay online?**

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

**After viewing my account on line, I see that some of my information is incorrect. How can I change it?**

Alarm users have viewing rights only to their information. Call us at (502) 753-2246 so that we can correct your data.

**What will happen if I do not pay my alarm fees?**

Failure to pay the alarm fees is a violation of the ordinance and may result in a lien being filed against you with the Clerk of the Court.

**What is the effective date for the ordinance?**

The alarm ordinance went into effect in June 1, 2005.

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

If you received a duplicate alarm invoice, please contact us at (502) 753-2246 so we can delete the incorrect invoice(s). If you are directed to a voicemail box, please leave a message with your name, address, phone number and the account numbers that need to be combined or deleted.

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

The alarm ordinance is posted online at this website or you can call us at (502) 753-2246 to obtain a copy.

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

Call us at (502) 753-2246, Monday through Friday, 9 a.m. to 8 p.m. Eastern Standard Time.