

Louisville False Alarm Reduction Program

Frequently Asked Questions

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 to 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 annually 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 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. You will be doubled fined if your system is not registered.

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 a burglar alarm system within Louisville/Jefferson County, KY is required to have their system register.

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 clear on scene are not charged.

What if my alarm is activated accidentally?

All false alarm activation fees are as follows:

False Burglar Alarms:

- 1 & 2 \$0 – You will receive a warning notice from us.
- 3 to 7 \$100/ea
- 8 to 12 \$200/ea
- 13+ \$300/ea

False Hold-up Alarms

- 1 \$0 – You will receive a warning notice from us.
- 2 to 4 \$250/ea
- 5 to 9 \$500/ea
- 10+ \$1,000/ea

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. You may appeal to the Code Enforcement Board at the address listed below **within 7 days** of notification of a false burglar alarm or a false hold-up alarm. All appeals must be in writing. Send your written request to:

Code Enforcement Board
% False Alarm Reduction Program
701 West Ormsby Avenue, Suite 001
Louisville, KY 40203

1. Send a written request stating the grounds for your appeal to the above address.
2. Include documentation to support your appeal (i.e. police report, photos, evidence the problem has been fixed).
3. You will be notified by the Code Enforcement Board regarding the date of your hearing, or alternatively, the LMPD if your appeal is granted.
4. *By requesting a CEB hearing, you are requesting an in person hearing before the Board.*
5. If you choose **not** to appeal a notification, in approximately 30-45 days you will receive a Final Order of Determination from the Board stating that the alarm will be a part of your alarm history record for a period of 365 days.

Any person requesting a hearing who fails to appear at the time and place set for the hearing shall be deemed to have waived the right to a hearing to contest the citation and the determination that a violation was committed shall be final in accordance to LMCO Chapter (32.284 C).

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 False Alarm Reduction Unit:
False Alarm Reduction Program
701 West Ormsby Avenue, Suite 001
Louisville, KY 40203

Can I pay online?

Yes, you can pay online at this website <http://falsealarm.louisvilleky.gov>. You will need to use the account number and password included in your notification letter.

After viewing my account on line I noticed that my information is incorrect. How can I change it?

Alarm users have viewing rights only to their information. Call us at (502) 574-3278 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, and/or a Lawsuit with the Jefferson County Attorney's Office.

What is the effective date for the ordinance?

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

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

The alarm ordinance is posted online on this website.

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

Call us at (502) 574-3278, Monday through Friday from 8 AM to 4:00 PM. Eastern Standard Time.