



ALARM ADMINISTRATION FREQUENTLY ASKED QUESTIONS

Who is required to have an alarm permit?

Any person or business that operates, maintains, or owns an alarm system, regardless of whether or not your alarm system is monitored.

(Title 4, Chapter 4-2, et seq., City of Austin Code of Ordinances)

What is an alarm system?

Electrical, mechanical, or electronic equipment that emits, transmits, or relays a signal intended to summon the police by direct or indirect means.

How do I obtain an alarm permit?

Register on-line at:

<https://apdalarm.austintexas.gov/RegForm/NewRegFormLong.aspx>

and mail your payment to:

APD Alarm Administration Unit

PO Box 684279

Austin, TX 78768-4279

What is the cost of the alarm permit?

Residential \$50.00

Business \$110.00

When should I apply for an alarm permit?

An application must be received prior to the date the alarm system is enabled.

Is there a penalty for failure to obtain an alarm permit?

Yes. Failure to comply with the provisions of the City Ordinance is a class C misdemeanor punishable by a fine of \$75.00 for the first conviction and \$100.00 for the second and subsequent convictions. In addition, there is a \$220.00 fee for each response to an alarm at a non-permitted location.

What is a false alarm?

An alarm notification to the Police Department resulting in a finding by responding officer or a subsequent investigation, that there is no evidence of an actual or attempted unauthorized intrusion, robbery, attempted robbery, or other illegal activity.

Are false alarms a problem?

Yes. In 2012, the Austin Police Department responded to 24,785 false alarm calls. False alarms consume officer time and take them out of service for true emergencies.

How much are the false alarm fees?

In a consecutive 12 month period:

No Charge for the first 3 false burglar alarms.

\$50.00 Fee for false burglar alarm 4 and 5.

\$75.00 Fee for false burglar alarm 6 and 7.

\$100.00 Fee for 8 or more false burglar alarms.

No Charge for the first 2 panic button alarms.

\$100.00 Fee for 3 or more false panic button alarms.

\$220.00 Fee each for non-permitted locations.

My permit was denied or revoked, can I file an appeal?

Yes. The appeal hearing process is as follows:

Appeals will not be granted for false alarms that are the result of:

1. Faulty, defective or malfunctioning equipment supplied by the alarm business.
2. Improper installation or maintenance by the alarm business.
3. Improper monitoring by the alarm business.
4. An occurrence where no evidence of criminal activity is present.
5. Mistake made by private contractors, housekeeper, cleaning crew, etc.
6. Alarm activation which occurs while alarm technicians are repairing or servicing the alarm system.
7. Items within the home or business which move causing motion detectors to activate, i.e. curtains, signs, balloons, etc.
8. Glass break detectors which activate due to noise/sound other than actual glass breakage.
9. Door and/or windows that become loose and cause a break in the contacts which activate the alarm.
10. Caretakers who watch homes or businesses when owners are away.
11. Pets, rodents and wildlife.
12. Alarms caused by apartment management employees.

The above list is intended as a guide to assist you in deciding whether to appeal or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal will be denied.

To appeal the denial or revocation of an alarm permit, please follow these steps:

1. Request in writing an appeal hearing.
2. Include all your permit number and personal contact information (phone numbers, address, e-mail, etc.).
3. E-mail, fax, or mail to the Alarm Administration Unit (information listed below)

Once the request is received in our office, we will schedule a hearing with an independent Hearing Officer. The Hearing Officer will render a decision within 60 days of the appeal filing date and this decision will be final.

Austin Police Department
Alarm Administration Unit
PO Box 684279
Austin, TX 78767-4279
apdalarm@austintexas.gov
Phone (512) 974-5730 Fax (512) 974-6697
Monday–Friday, 8:00am–5:00pm.
<https://apdalarm.austintexas.gov>