FERNLEY, NV- FREQUENTLY ASKED QUESTIONS

False Alarm Reduction Program
PO Box 748871
Los Angeles, CA 90074-8871

Telephone: (855) 732-9027

Email: fernleynv@alarm-billing.com

How do I register my alarm system?

You can voluntarily register your alarm with the City, by printing the Registration form from our website, completing the form and delivering it by mail to: PO Box 748871 Los Angeles, CA 90074-8871 or by completing the online registration form at www.crywolfservices.com/fernleynv. You may also contact the Fernley False Alarm Reduction Program at (855) 732-9027 Monday through Friday 9 a.m. to 5 p.m. Permits are nontransferable. Permits are permanent from the date of creation.

What is the cost of an alarm registration?

There is no cost or requirement to register your alarm permit.

Where do the alarm service fees go?

The fees are used to offset the City's administrative costs of the program.

Are false alarms a problem?

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous amount of false alarms. The response to false alarms has created an additional burden on our law enforcement agencies. Nationwide, approximately 99% or more of all the burglar alarms police respond on are false.

What does the City hope to accomplish by enforcing the false alarm ordinance?

The City wants to substantially reduce the number of false alarms that the police department respond to.

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.

What are the fines associated with false alarms?

False alarm activations within a floating year will result as follows:

Burglary Alarm Activation:

First False Alarm	$100.00
Second False Alarm	$125.00
Third False Alarm	$150.00
Fourth False Alarm	$175.00
Fifth False Alarm	$200.00
Sixth False Alarm	$200.00 & Suspension of Response

FA While Suspended	$200.00 to Alarm Company Only

If I am assessed a fine/fee, can I pay online?

Online payments are not accepted at this time. Payment must be made through a check or money order to PO Box 748871 Los Angeles, CA 90074-8871.

Do I have to register my car alarm?

No, car alarms do not need to be registered.

If I choose to pay my fine/fee by check, where do I send it?

The mailing address is:
Fernley False Alarm Reduction Program
PO Box 748871
Los Angeles, CA 90074-8871

If I disagree with an assessed fee, can I appeal?

The Alarm User may appeal an assessment of a false alarm fine to the Hearing officer by setting forth in writing the reasons for the appeal within ten (10) days of the notice date. If the appeal is not received within ten (10) days, you will be waiving your right to contest the assessment. The Hearing Officer will render a decision in writing. Be sure to include the following with your appeal:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting evidence

Appeals must be sent to:
Fernley False Alarm Reduction Program
PO Box 748871
Los Angeles, CA 90074-8871

If I disagree with the Hearing Officer's or his/her designee's appeal finding, can I appeal that decision?

The decision of the Hearing Officer may be appealed by submitting a secondary appeal to the District Court.

What will happen if I do not pay the alarm fines?

Failure to pay the alarm fines within thirty (30) days will result in a late fee of $25.00. Failure to pay the alarm fines within sixty (60) days will result in the suspension of Sheriff's Office response.

Could my police dispatch be suspended?
A permit will be suspended if there is more that 6 activations within a 12 month period or if an invoice becomes 60 days delinquent. To reinstate your permit you must pay the reinstatement fee, pay all outstanding invoices and provide certification from the alarm company that your alarm system has been inspected to prevent future alarms.

What is the effective date for the ordinance?
The alarm ordinance went into effect on May 3, 2017.

I received duplicate alarm invoices at my address; what can I do?
If you received a duplicate alarm invoice, please contact us at (855) 732-9027, Monday through Friday from 9 a.m. to 5 p.m. 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.

Who can I call if I have additional questions or comments?
Call us at (855) 732-9027, Monday through Friday from 9 a.m. to 5 p.m.