



CITY OF NEW ORLEANS, LA - FREQUENTLY ASKED QUESTIONS

False Alarm Reduction Program
PO Box 840101
Dallas, TX 75284-0101

Telephone: (855) 905-0614

Email: neworleansla@alarm-billing.com

Why was a new alarm ordinance adopted?

To prevent unnecessary emergency response to false alarms, the City adopted an alarm ordinance to encourage all alarm users to maintain the mechanical reliability of, and to properly use their alarm equipment. Excessive false alarms cost the city thousands of dollars each year and take police officers and firefighters away from actual emergencies.

What constitutes a false alarm?

The New Orleans Alarm Ordinance defines a false alarm as: *"an alarm signal, eliciting a response by police when a situation requiring such response does not exist, including but not limited to, the activation or transmission of any alarm signal caused by human error, mechanical or electronic malfunction, negligence of the alarm system user or user's agent or employee, whether or not the exact cause of the alarm activation is determined, or any other activation or transmission of any alarm signal where no actual police emergency exists. Severe weather, power outages, transmission line malfunctions, acts of God, malicious acts of persons not under the control of the alarm system user, or any other cause clearly beyond the control of the alarm system user may be considered in determining if an alarm activation was false and whether any occurrence, fine, warning, or other action will be taken against the alarm system user as provided for by this section."*

Who is required to register their alarm?

Everyone operating an alarm system inside the city limits is required to register their alarm systems. Car alarms and medical alarms are not included in registration requirements.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/neworleansla. You may also contact the False Alarm Reduction Program at (855) 905-0614, Monday through Friday 9 a.m. to 5 p.m.

What is the cost of an alarm permit registration?

There is no cost for alarm permit registration.

When do I renew my alarm permit?

Alarm permits need to be renewed annually. You will receive a notice to renew your permit prior to your annual renewal date. It is also important to update your account if any information regarding your permit has changed. You can do so at any time online at www.crywolfservices.com/neworleansla or by phone at (855) 905-0614, Monday through Friday from 9 a.m. to 5 p.m. Permits are nontransferable.

What are the fines associated with false alarms?

First False Alarm	No Fine
Second False Alarm	\$ 75.00
Third False Alarm	\$150.00
Fourth False Alarm	\$150.00
FA While Suspended	\$200.00

Late fees are \$25 assessed at 30 days delinquent and \$100 assessed at 40 days delinquent.

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

Yes, you can pay online at this website. You will need to use your account number and password. All payments are processed through a secured on-line payment system.

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

The mailing address is:
New Orleans False Alarm Reduction Program
PO Box 840101
Dallas, Texas 75284-0101

Why is the address to send payment different from the City address?

The City has procured and authorized an outsourced company called Public Safety Corporation/Cry Wolf to process permit registrations, invoices and payments. All payments made via mail are transferred to a protected account at the City's financial institution.

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

Yes. The Alarm User may appeal an assessment of a false alarm fine to the Alarm Administrator or his or her designee by setting forth in writing the reasons for the appeal within fifteen (15) days of the notice date. A Hearing Officer or his or her designee 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:
New Orleans False Alarm Reduction Program
PO Box 840101
Dallas, Texas 75284-0101

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 is final.

Can the Police Department suspend alarm response to my location?

Yes, the Police Department can suspend alarm response to your location. Alarm response can be suspended if you do not register your alarm system, pay fees/fines, and/or have more than four false alarms in a calendar year. If a dispatch is made, and the police department responds each false alarm will cost \$200 while suspended.

How do I reinstate a suspended permit?

If your account has been suspended, you will be required to pay all outstanding fees, including any late fees and returned payment fees. You will also be required to take and pass an alarm user awareness class.

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

If you received a duplicate alarm invoice, please contact us at (855) 905-0614, 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/permit numbers that need to be combined or deleted.

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

Call us at (855) 905-0614, Monday through Friday from 9 a.m. to 5 p.m.