



Austin Police Department Alarm Administration

Our Mission: We are committed to improving public safety through advocating for the reduction of false alarms by administering the Alarm Ordinance, providing educational resources and community outreach initiatives, and facilitating the establishment of partnerships between law enforcement, the alarm industry and the citizens of Austin

Our Vision: We strive to eliminate false alarms by supporting false alarm prevention initiatives and educating the public on the negative impact false alarms have on public safety resources.

The Alarm Ordinance governs the use of alarm systems in APD jurisdiction. In part, it states:

- A person who operates an alarm system must have a permit on file with the APD.
Residential permits: \$50 annually **Business permits: \$110 annually**
- A **permit holder** may incur three (3) false burglar alarm calls at no charge in a consecutive 12-month period. Additional false alarms are billed:
 - **\$50** for false burglary alarm 4 and 5
 - **\$75** for false burglary alarm 6 and 7
 - **\$100** for each of 8 or more false burglary alarms.
- A **permit holder** may incur two (2) false panic/robbery alarms at no charge in a 12-month consecutive period. Additional panic/robbery alarms are billed at **\$100** each.
- **Non-permit holders** are charged **\$220** for each non-permitted police response.

False alarm-proof your home by being aware of the major causes of false alarms:

- ✓ Unlocked or loose doors
- ✓ Children, neighbors, visitors, repairmen, cleaning crews
- ✓ Balloons, plants or curtains caught in drafts
- ✓ Pets
- ✓ User error
- ✓ Equipment malfunction

Obtain a permit by logging on to: <https://apdalarm.austintexas.gov> or calling 512-974-5730 between the hours of 8 am and 5 pm Monday through Friday.

Questions? Drop us an email at apdalarm@austintexas.gov or write to us at:

APD Alarm Administration, PO Box 684279, Austin, TX 78768-4279