



Delaware False Alarm Reduction Program

How can I help prevent false alarms?

Make sure that you immediately report your false alarm to your alarm company, so they can cancel with 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 periodically by your alarm company.

How do I register my alarm system?

If you are not registered with the State, please complete the registration process on our website.

What is the cost of an alarm permit registration?

There is no cost to register your alarm system.

Who determines the fee amount for false alarms?

The Legislators Delaware House/Senate approved the alarm ordinance that outlines the fee structure for false alarms.

Who is required to have an alarm permit/license?

Everyone operating an alarm system inside the State limits is required to register their alarm system.

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 99% of all burglar alarms police respond to are false.

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

The State wants to substantially reduce the number of false alarms that the police department Responds to, thereby freeing up police resources to respond to 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.

What if my alarm is activated accidentally?

For the first three false alarm activations each calendar year, there is no fee. All additional false alarm activation fees are as follows:

4th False Alarm	\$50
5th False Alarm	\$75
6th False Alarm	\$100
7+ False Alarm	\$250

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

Yes. If you disagree, the ordinance does have an appeal provision. The alarm user may request a

hearing to contest the violation by setting forth in writing the reasons for the appeal within thirty (30) days of the date of the notice sent. Be sure to include your name, the alarm location, date of the false alarm, your permit number, reasons for the appeal and any supporting evidence. An administrative hearing will be scheduled after receipt of the written notice of appeal. A decision will be rendered in writing.

If I disagree with the Chief's or his or her designees appeal finding do I have further appeals?

Yes, if you disagree you have the right to appeal their decision to the Justice of the Peace Court.

Do I have to register my car alarm?

No, car alarms do not need to be registered.

Where do I send my check?

The mailing address is:

Delaware False Alarm Reduction Program

Lockbox #7072

PO Box 8500

Philadelphia, PA 19178-7072

Can I pay online?

Yes, you can pay online at this website. You will need to use your account number and password.

What will happen if I do not pay my alarm fees?

If the security system user fails to pay the civil penalty, to respond to the summons within the time specified on the summons and/or to successfully contest the civil penalty, the Department of Safety and Homeland Security or its designee may establish procedures for the collection of these civil penalties, and may enforce the civil penalty by civil action in the Justice of the Peace Court, including seeking judgment and execution on a judgment against the security system user.

What is the effective date for the ordinance?

The most recent alarm ordinance went into effect in June 10, 2012.

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

If you received a duplicate alarm invoice, please contact us at (877) 665-2979 so we can delete the incorrect invoice(s).

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 (877) 665-2979, Monday through Friday from 9 a.m. to 5 p.m.