



Bexar County Sheriff's Office Alarm Permits

PO Box 842841 Dallas, TX 75284-2841

Website: www.crywolfservices.com/bexarcountytx

Email: bexarcountytx@alarm-billing.com

Telephone: (855) 694-8282

Hours: Monday - Friday 9:00 AM to 5:00 PM

Frequently Asked Questions

Why was a new alarm ordinance adopted?

To prevent unnecessary emergency response to false alarms, Bexar County 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 Bexar County Alarm Ordinance defines a false alarm as: *"an alarm signal received by a County law enforcement official, or notification received from an alarm system business by live voice to a Bexar County law enforcement agency, that is later determined not to involve a criminal offense, attempted criminal offense, or other emergency of the kind for which the alarm system was designed to give notice, or as may be further defined by Chapter 233 of the Texas Local Government Code, as amended."*

Who is required to register their alarm?

Everyone operating an alarm system inside the county limits is required to register their burglar, robbery, and panic alarm systems. Car alarms, fire alarms, and life alert systems are not included in registration requirements. Permits are valid for 12 full months, ending on the last date of the month they pay. Permits are nontransferable.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/bexarcountytx. You may also contact the Alarm Permit Program at (855) 694-8282, Monday through Friday 9 a.m. to 5 p.m. CST. Driver's License or State ID required to fully register with the program.

What is the cost of an alarm permit registration?

The cost to register a residential alarm permit is \$40 annually. The cost for the registration of a commercial alarm permit is \$100.00.

What are the fines associated with false alarms?

Registered Alarmed Location False

Alarm Fee Per Occurrence

1 to 5	\$0
6+	\$75
10+	\$150

Unregistered Alarmed Location False

Alarm Fee Per Occurrence

1 to 5	\$75
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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?

Bexar County Alarm Permit Program
PO Box 842841
Dallas, TX 75284-2841

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

The County has procured and authorized an outsourced company called CentralSquare Technologies to process permit registrations, invoices and payments. All payments made via mail are transferred to a protected account at the County's financial institution.

Can the Police Department suspend alarm response to my location?

Yes, the Police Department can put you on a non-response status for non-payment, more than ten (10) false burglar alarms within a twelve (12) month period. To reinstate, pay all outstanding fees and a reinstatement fee.

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

If you received a duplicate alarm invoice, please contact us at (855) 694-8282, Monday through Friday from 9 a.m. to 5 p.m. CST so we can delete the incorrect invoice(s). You may also email us at bexarcourtyx@alarm-billing.com.

Who can I call if I encounter problems with my registration or have additional questions or comments?

Call us at (855) 694-8282, Monday through Friday from 9 a.m. to 5 p.m. CST.