City of Spartanburg
False Alarm Reduction Program
Frequently Asked Questions

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 or fire dispatch prior to 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 City, please complete the registration form on our website.
https://www.crywolfservices.com/spartanburgsc

What is the cost of an alarm permit registration?
The alarm permit registration fee is $10 for each alarm site.Permits are nontransferable. Permits are valid for one year from the date of creation.

Who is required to have an alarm permit/license?
Everyone operating an alarm system within the city limits is required to register their alarm system.

What if my alarm is activated accidentally?
For the first & second false alarm activation each calendar year, there is no fee. All additional false alarm activation fees are as follows:

- 3rd-5th $50 Each
- 6th & 7th $100 Each
- 8th & 9th $200 Each
- 10th + $500 Each

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.

If I disagree with an assessed fee, can I appeal?
Yes. If you disagree, the ordinance does have an appeal process. The alarm user may appeal a levied charge under this ordinance to the City Manager or to the person designated by the City Manager to act as the hearing officer by setting forth in writing the reasons why the charge should not be levied within ten (10) days after the date of notification of the charges levied. The City Manager or the person designated by the City Manager to act as the hearing officer shall set a hearing for a time no sooner than fifteen (15) days nor later than thirty (30) days from service of the request and shall serve a written notice of the time and place thereof, on the Permit Holder by first-class mail at least ten (10) days prior to the date of such hearing. If such request is received more than fifteen (15) days from the date of issuance of the notice of intent, the City Manager or his or her designee may set a hearing as provided herein if he or she finds there was good cause for the tardiness filing the request.

What will happen if I do not pay my alarm fees?
Failure to pay any false alarm fines assessed will result in the permit being suspended. A certified letter will be mailed out giving 15 days to pay before being suspended and being sent over to a collections agency.

Can I pay online?
Yes, you can pay online at this website. You will need to use your account number and password which is included in your letter or can be obtained by calling us at
(866) 889-2363.

Where do I send my check?
The mailing address is:

The City of Spartanburg False Alarm Reduction Program
PO Box 602829
Charlotte, NC 28260

I received duplicate alarm invoices at my address; what can I do?
If you received a duplicate alarm invoice, please contact us at (866) 889-2363 so we can delete the incorrect invoice(s).

Do I have to register my car alarm?
No, car alarms do not need to be registered.

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 emergency personnel responds to, thereby freeing up police resources to respond to actual emergencies.

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 is the effective date for the ordinance?
The alarm ordinance went into effect in November 22, 2004.

Who determined the fee amount for false alarms?
The fee structure for false alarms and permit registrations was approved by the City's previous mayor . (Mayor William Barnet).

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 (866) 889-2363, Monday through Friday from 9 a.m. to 5 p.m.