

False alarms account for more than 98% of all alarm activation calls to the Charlotte-Mecklenburg Police Department. To reduce unnecessary calls for service and better use limited police resources, all owners of electronic security alarm systems in the City of Charlotte and unincorporated areas of Mecklenburg County **MUST** obtain a permit (auto and fire alarms are excluded).



Who needs a security alarm permit?

Any person or entity (corporation, partnership, proprietorship, government, educational institution, etc.) owning or leasing a security alarm system, or on whose premises a security alarm system is maintained for protection of the property must have a permit. This includes hold-up, panic, and burglar alarms. It does not include fire, medical, or vehicle alarms.



What is the permit for?

The permit allows you to operate a security alarm system in the City of Charlotte and the unincorporated areas of Mecklenburg County. Permits also provide the Charlotte-Mecklenburg Police Department with necessary information. With a valid permit, police will respond to an alarm activation. Alarm companies **MUST** have this permit number to request police response.



What happens when my alarm is activated?

If your security alarm system is monitored, the monitoring company will contact the police department. If your alarm is not monitored, someone must initiate the call to police. With a valid permit, police will respond to the alarm location.



What is a false alarm?

An alarm is false when, upon inspection by the Charlotte-Mecklenburg Police Department, evidence indicates that no unauthorized entry, robbery or other such crime was committed or attempted in or on the premises which would have activated a properly functioning alarm system.



What is the fine for a false alarm?

Per permit year, fines for the first two false alarms at a permitted, address are waived. Fines for subsequent alarms are as follows:

Alarms 3-5	\$50 Each
Alarms 6-7	\$100 Each
Alarms 8-9	\$250 Each
10 and above	\$500 Each

If police respond to an unregistered alarm, the owner will be fined \$100.

If an audible alarm sounds for more than 15 minutes, the owner will be fined \$100.



What happens if I fail to pay a fine?

If fines are not paid within 30 days of invoice, police response to alarm calls at the permitted address will be discontinued. Response is reinstated after full payment has been received.



Can I view/register my permit online?

You can register your permit online at <http://www.crywolfservices.com/charlottenc> To view your permit online, you need your account number and either a invoice number or a password you created during online registration. For assistance in registering online or problems logging in please call (877) 893-5269



Why is an address in Florida listed?

The City of Charlotte has contracted with a management firm to handle the tracking and billing of the alarm program. For questions or concerns, please contact **Charlotte Alarm Management Services** at (877) 893-5269 and at PO Box 954149, Lake Mary, FL 32795



Things you should know about your alarm system

- Make sure everyone in your home or business is familiar with the alarm and how it operates.
- Secure all doors and windows before arming the system.
- Notify your monitoring company of any changes or problems with your system.
- Routinely inspect and maintain your system.
- To avoid false alarm dispatches, you should request that your alarm monitoring company attempt to contact you prior to requesting police dispatch.



Things you should know about your permit.

- Your permit is valid for 12 months from the date of issuance.
- You should receive your permit along with additional helpful information within ten (10) business days after submitting a completed application.
- Make sure your monitoring company has your permit number. If you have NOT received an alarm permit within 10 business days, please call (877) 893-5369.
- You must renew the permit every year to receive police response to an alarm signal.
- You will receive a reminder notice about 30 days prior to your annual renewal date. If you move to another address, you must close the old permit and apply for a new one.
- The permit cannot be transferred to another person or location.
- This permit is required for properties within the City of Charlotte and the unincorporated areas of Mecklenburg County. If you live within the town limits of Cornelius, Huntersville, Pineville, Mint Hill, Matthews or Davidson, please contact those police departments for information about alarm permit requirements. For additional information, visit www.cmpd.org or contact **Charlotte Alarm Management Services** at (877) 893-5269.



Alarm System Permit Application

Charlotte Alarm Management Services
PO Box 954149 Lake Mary, FL 32795
phone: 1-877-893-5369 fax: 1-877-302-9820

DEPARTMENT
USE ONLY

This application is for a (*check one*):
☐ Business ☐ Residence

CHARLOTTE-MECKLENBURG
POLICE DEPARTMENT

Registration can also be completed online at <https://www.crywolfservices.com/charlottenc/>

Please print legibly and use black ink

Shaded boxes are required fields. Incomplete or illegible applications cannot be processed

1. Alarm User Information (Alarm Location)

Last Name First Name Middle Initial

If a business location, provide Business Trade Name and Corporate Ownership Information

Street Number Street Name Email Address
Apt/Suite/Room# City / Town State Zip Code
Home Phone Work Phone Cell Phone

2. Mailing Address (If different from the Alarm Location)

Street Number Street Name
Apt/Suite/Room# City / Town State Zip Code

3. List two (2) people to contact in the event of an alarm (who can respond within 30 minutes)

Last Name First Name
Home Phone Work Phone Cell Phone

Last Name First Name
Home Phone Work Phone Cell Phone

4. Alarm Company Information

Company Name Phone Number

5. Monitoring Company (If different from Alarm Company)

Company Name Phone Number

6. Special Conditions at location (i.e., watch dog, disabled person, etc.)

For Your Protection:
Register Your Alarm

ALARM SYSTEM
PERMIT APPLICATION

