

Last year alone, Greenville Police responded to 4,938 false alarms, which comprises approximately 8% of the total number of calls to the police and more than 3,292 manpower hours.

To reduce unnecessary calls for service and better use of limited police resources, all users of security alarm systems in the City of Greenville must obtain a permit (auto and fire alarms are excluded).

Q: Who needs a security alarm permit?

A: Any person or entity (corporation, partnership, proprietorship, government, educational institution, etc.) owning or leasing an alarm system, or on whose premises an 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. Users of alarm systems on Federal government property must obtain a permit also, but the permit fee and false alarm fines do not apply.

Q: What is the permit for?

A: This permit allows you to legally operate an alarm system in the City of Greenville. Permits also provide the Greenville Police Department with necessary information. With a valid permit, false alarms will cost you much less in the form of fines and/or civil penalties.

Q: What happens when my alarm is activated?

A: If your alarm system is monitored, one of two things will happen. 1) Your monitoring company will contact the Greenville Police Department or 2) Your monitoring company will first contact you to ask if you would like to cancel police response. You must provide the proper code to cancel police response. If you provide the proper code and cancel police response before the police arrive, the alarm activation will not be counted as a false alarm.

Q: What is a false alarm?

A: An alarm is false when, upon inspection by the Greenville 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. Alarm activation due to user error, equipment malfunction, alarm monitoring company error, pet or animal movement, etc. along with a subsequent response by the Greenville Police Department will be considered a false alarm.

Q: What is the fine for a false alarm?

A: Per permit year, the fine for the first false alarm at a permitted address is waived. Fines for subsequent alarms from a permitted address are as follows:

Alarm 1-2 waived if permitted

Alarms 3-4 **\$25.00** each

Alarms 5-6 **\$50.00** each

Alarms 7-above **\$100.00** each

- The fine for the first false alarm from a non-permitted alarm system is **\$25.00**.
- If police respond to a non-permitted alarm, the owner will be fined a **\$200** civil penalty in addition to the fines listed above for permitted addresses.

Visit www.greenvillenc.gov for information on removing a false alarm fine.

Q: What happens if I fail to pay a fine?

A: If a fine is not paid within 30 days of invoice, then an additional \$50.00 delinquency charge will be assessed for each 30-day period thereafter upon nonpayment until paid in full. As of right now, police response is not being suspended for any alarm systems, but suspension of police response remains an option within the law.

Q: How do I appeal an alarm?

A: You may file a written appeal within 20 days after date of notification of penalties/enforcement. Use the false alarm appeal form on website & submit via mail or email to alarms@greenvillenc.gov.

Things you should know about your alarm system:

- Make sure everyone in your home or business is familiar with the alarm system and how it operates.
- Secure all doors and windows before arming the system.
- Notify your alarm company of any changes or problems with your system.
- Routinely inspect and maintain your system.

Visit www.greenvillenc.gov for tips on how to avoid false alarms.

Things you should know about your permit:

- Your permit is valid for 12 months from the date of issuance.
- There is an initial registration fee of \$15.00 to obtain a permit.
- You must renew the permit every 12 months from the date of issuance. The renewal fee is \$5.00.
- You will receive a reminder notice about 30 days prior to your annual renewal date.
- The permit cannot be transferred from one person to another.
- The permit cannot be transferred from one location to another. If you move to a new address, you must close the old permit and apply for a new permit for the new address.
- This permit is required for security alarm systems operated on properties within the City of Greenville. If you live outside the City limits and outside the jurisdiction of the Greenville Police Department, you are not required to obtain a permit.

For additional information, visit www.greenvillenc.gov or contact the Greenville False Alarm Reduction Unit at 252-329-4897



Greenville False Alarm Program

City of Greenville-False Alarm Reduction Unit
PO Box 7207
Greenville, NC 27835-7207
Phone (252) 329-4897
Fax (252) 329-4792

Permit Number

Initial registration fee is \$15. Renewal registration fee is \$5. Please remit to above address.

Please provide contact information to your alarm monitoring company.

LOCATION: NAME (LAST, FIRST OR BUSINESS NAME)			RESPONSIBLE PARTY: NAME (LAST, FIRST OR BUSINESS NAME)		
STR #	STREET NAME	APT/SUITE	STR #	STREET NAME	APT/SUITE
CITY,	STATE	ZIP	CITY,	STATE	ZIP
E-mail ADDRESS:			E-mail ADDRESS:		
Phone 1:		Phone 2:	Phone 1:		Phone 2:

CONTACT PERSON 1: NAME (LAST, FIRST OR BUSINESS NAME)			CONTACT PERSON 2: NAME (LAST, FIRST OR BUSINESS NAME)		
STR #	STREET NAME	APT/SUITE	STR #	STREET NAME	APT/SUITE
CITY,	STATE	ZIP	CITY,	STATE	ZIP
E-mail ADDRESS:			E-mail ADDRESS:		
Phone 1:		Phone 2:	Phone 1:		Phone 2:

SPECIAL CONDITIONS:

MONITORED BY: NAME (LAST, FIRST OR BUSINESS NAME)			INSTALLED BY: NAME (LAST, FIRST OR BUSINESS NAME)		
STR #	STREET NAME	APT/SUITE	STR #	STREET NAME	APT/SUITE
CITY,	STATE	ZIP	CITY,	STATE	ZIP
Phone 1:		Phone 2:	Phone 1:		Phone 2:

I have read the completed application and know the same is true and correct and hereby agree that if a permit is issued, I will comply with all the provisions of the Code and with applicable State Laws. I accept responsibility for payment of all fines and fees that may result from the operation of the alarm system serving the above premise. I have read the information on the False Alarm Reduction Program. Permit/registration of an alarm system is not intended to nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By permitting/registering an alarm system, the alarm user acknowledges that police response may be based on factors such as availability of police units, priority of calls, weather conditions, traffic conditions, emergency situations and staffing levels.

Signature _____

Date _____

**S a f e
F r o m
H a r m :
R e g i s t e r
Y O U R
A l a r m**

**Alarm System
Permit Application**



CITY OF GREENVILLE, NC
POLICE DEPARTMENT