



## **Concord False Alarm Reduction Program**

### **Frequently Asked Questions**

#### **Who is required to have an alarm permit/license?**

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

#### **How do I register my alarm system?**

If you are not registered with the City, please complete the fillable application found on our website:

[https://alarming.concordnc.gov/eGovPlus/entity/login\\_main.aspx](https://alarming.concordnc.gov/eGovPlus/entity/login_main.aspx)

The application can be emailed to [alarms@concordnc.gov](mailto:alarms@concordnc.gov), mailed to the address on the form or faxed to 704-920-6994.

The registration fee of \$10 is not due till 30 days from the date of the invoice that is received once the permit is set up.

#### **What is the cost of the alarm registration?**

The cost of an alarm registration is \$10 per year. An expiring permit notice is emailed or mailed 30 days before expiration.

#### **How do I make a payment?**

Payments can be made on our website [https://alarming.concordnc.gov/eGovPlus/entity/login\\_main.aspx](https://alarming.concordnc.gov/eGovPlus/entity/login_main.aspx) however you must first register in the customer portal after receiving an invoice; a convenience fee applies. You may also pay by check/money order with the payment slip found on the bottom of the invoice to:

Concord False Alarm Reduction Program

PO Box 308

Concord, NC 28026

#### **Where do the registration fees and alarm service fees go?**

The fees are deposited in the general fund and are used to offset the City's administrative costs of the program.

#### **Are false alarms a problem?**

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous amount of false alarms. The response to false alarms has created an additional burden on our law enforcement agencies. Nationwide, approximately 99% or more of all the burglar alarms police respond on are false.

#### **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 the police department responds to.

#### **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.

False alarm activations within a 364 day period will result as follows:

- |       |  |
|-------|--|
| 1 – 2 | \$0  |
| 3 – 5 | \$50.00 per activation   |
| 6 – 7 | \$100.00 per activation  |
| 8 – 9 | \$250.00 per activation  |
| 10+   | \$500.00 + reinstatement fee (\$100) & suspension of police response |

#### **I've become suspended, how do I reinstate my permit?**

If your account has become suspended you will be required to pay all outstanding fees and fines, including any late or returned payment fees, pay a \$100 reinstatement fee, and submit a certification from an alarm installation company stating that the security alarm system has been inspected and repaired (if necessary).

**If I disagree with an assessed fine, can I appeal?**

The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) calendar days after the date of the notification of the assessment of civil penalty(ies). An administrative hearing will be scheduled and heard by the Alarm Administrator within fifteen (15) calendar days after receipt of the written notice of appeal. The Alarm Administrator will render a decision in writing no later than seven (7) business days after the hearing. Once this decision has been rendered you have the opportunity to appeal it by with the Alarm Administrator within five (5) business days of the date of receipt of the Alarm Administrator's written decision. The City Manager or designee will review decision of the Alarm Administrator in no more than fifteen (15) business days and then render a decision in writing in no later than seven (7) days from the date of the hearing.

**If I don't register my alarm, does that mean the Concord Police Department won't respond if my alarm is triggered?**

Police response to private alarm activations in Concord is a privilege. If the Police respond and you are not registered, you will receive a failure to register notice by mail reminding you to register your alarm system and be charged a \$200 civil penalty. To avoid any late fees or suspensions due to repetitive false alarms, we ask that you register your alarm system in a timely manner. If you register (turn in a completed registration application and pay the \$10.00 registration fee) within 15 days of written notification, the \$200 will be waived.

**What will happen if I do not pay the alarm fines?**

Failure to pay the alarm fines within 30 days may result in suspended police response.

**Can my alarm registration be suspended?**

Yes it can be suspended from police response if payment of fees or fines is not made within 30 days from the date of issuance or if there have been 10+ alarm activations within a 364 day period.

**Do I have to register my car alarm?**

No, car alarms do not need to be registered.

**What is the effective date for the ordinance?**

The alarm ordinance went into effect on January 1, 2008.

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

If you received a duplicate alarm invoice, please contact us at 704-920-6060 so we can delete the incorrect invoices. If you are directed to a voicemail box, please leave a message with your name, address, phone number and the account/permit numbers that need to be combined or deleted.

**Where can I read or obtain a copy of the ordinance?**

The alarm ordinance is posted online at this website:

[https://library.municode.com/nc/concord/codes/code\\_of\\_ordinances?nodeId=PTIICOOR\\_CH36FAAL](https://library.municode.com/nc/concord/codes/code_of_ordinances?nodeId=PTIICOOR_CH36FAAL)

**Who can I call if I have additional questions or comments?**

Email [alarms@concordnc.gov](mailto:alarms@concordnc.gov) or leave a voicemail at (704) 920-6060 Monday through Friday from 8 a.m. to 5 p.m. EST.