

City of Carrollton Alarm Permits and False Alarms

Frequently Asked Questions

1. 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. A separate permit is required for each alarm site. Government buildings are exempt from paying the registration fee, but must register their alarm system.

2. How do I register my alarm system?

You can register your alarm system or renew your alarm permit:

- **Online:** Visit us online at <https://www.cityofcarrollton.com/alarmpermits/>; Click “**NEW ALARM USER**” to register. A convenience fee of 2% applies to the total charge. MasterCard, Discover, Visa, and American Express cards are accepted.
- **By Mail:** Print the registration form from the website and complete the form. **Send the completed form and payment**, payable to City of Carrollton, to: PO Box 224863 Dallas, TX 75222. **THE SYSTEM WILL ASSIGN AN ALARM PERMIT # - BE SURE TO WRITE THE PERMIT # IN THE “NOTES” SECTION OF YOUR CHECK.**
- **In Person:** at the Utility Bill Payment counter located inside City Hall via check, cash, money order or credit card (2% convenience fee applies).

3. What is the cost of the alarm registration?

The cost of an alarm registration can be found [here](#).

4. Will the Police Department respond if I do not have an alarm permit?

The Police Department will not respond to an alarm at an address where an alarm system is operating without a valid permit or the permit has been revoked, except for fire, medical, or alarms purposely initiated by a Person.

5. Are alarm permits transferrable?

No. Permits do not transfer from person to person or site to site.

6. Do I have to register my car alarm?

No, car alarms do not need to be registered.

7. Do I need to renew my alarm permit?

Yes, the initial permit is issued only for a period of one year. The renewal permit effective date is the anniversary date of the prior permit and can be done at <https://www.cityofcarrollton.com/alarmpermits/>. The renewal permit fees are available [here](#).

8. What are the costs of having a false alarm?

- **Burglary false alarms** fees are available [here](#).
- **Non-burglary false alarms (panic, fire, or emergency medical services)** fees are available [here](#).

9. 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.

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

Your alarm permit will be suspended or revoked if alarm fines are not paid within 30 days.

11. Can my alarm permit be revoked?

Yes, for:

- failure to make a timely payment of assessed fees or fines;
- having more than 8 false alarms within the preceding 12-month period;
- or, making a false statement of a material fact in the application for registration.

12. How do I reinstate my alarm permit if it has been revoked or suspended?

You will be required to pay all outstanding fees and fines assessed due to lack of payment. If your permit was suspended due to excess of false alarms, you will be required to comply with specific alarm user training and alarm inspections.

13. If I disagree with my alarm permit revocation or suspension, can I appeal?

Yes. If you disagree, the ordinance has an appeal provision. The Alarm User may appeal the denial of issuance or renewal, or revocation of an alarm permit to the City by paying an appeal fee of \$25 and setting in writing the reasons for the appeal within then (10) business days after the mailing of the notice of denial of issuance or renewal or revocation.

For more details related to the appeal process, refer to Sec.110.18 of the [City of Carrollton Code of Ordinance](#).

14. How do I cancel my permit?

All cancellations must be in writing. Cancellations should include effective cancellation date, permit number and alarm site address. They can be sent by:

- E-mail to alarmpermituser@cityofcarrollton.com,
- Mail to City of Carrollton, PO Box 224863 Dallas, TX 75222

15. How can I contact you if I have questions or comments?

You can e-mail alarmpermituser@cityofcarrollton.com or call 972-466-3525, Monday to Thursday from 7:30 a.m. to 5:30 p.m.; and Friday from 7:30 a.m. to 11:30 a.m.

16. 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 our law enforcement agencies. Nationwide, approximately 99% or more of all the burglar alarms police respond on are false.

17. 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, therefore freeing officers to respond to actual emergency calls.

18. What is the effective date for the ordinance?

The latest version of the alarm ordinance went into effect on October 1, 2012.

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

The alarm ordinance can be found [here](#).