



Spartanburg County Administration Building

Did you know that it is unlawful to install, maintain, or use an automatic dial protection device that reports, or causes to be reported, any recorded messages to the Spartanburg County 911 Communications Center?

A company that monitors an alarm must attempt to twice verify an alarm signal before requesting law enforcement dispatch except in the case of a panic or robbery-in-progress alarm, or in cases where a crime-in-progress has been verified by video and/or audible means.

All of this information and much more is available in the Ordinance. A copy of the ordinance is available at the Spartanburg County Administration Building in Room 900, the Information Desk or online at [www.spartanburgcounty.org](http://www.spartanburgcounty.org).

Spartanburg County Government  
Budget Management Room 900  
366 N. Church Street  
P.O. Box 5666  
Spartanburg, SC 29304

**Return Service Requested**

# Spartanburg County



***YOUR ALARM COMPANY  
MUST BE REGISTERED***



**Information for Alarm  
Companies  
Regarding the New  
Alarm Ordinance**



# Alarm Ordinance



The purpose of the Alarm Ordinance in Spartanburg County is to decrease the number of false alarms in the unincorporated areas of the County. Under this Ordinance, we can improve the effectiveness of our law enforcement and/or emergency services and maximize resources to the public. The primary cause of false alarms is poorly maintained systems and negligent operation by alarm users. This Ordinance promotes the accountability and responsibility of the owner by establishing charges. Two false alarms are allowed in a permit year with no charge. However, each subsequent false alarm occurring during the year will have a progressive fee associated to it.

Each alarm company that wishes to operate in the unincorporated areas of Spartanburg County is required to register with the Alarm Administrator. It is unlawful for any person to buy, sell, lease, repair, alter or replace any alarm system in the unincorporated areas of the County which does not meet the minimum standards of this Ordinance. There is no charge for the registration. Proof of license under the provisions of the State Board of Private Investigations and Private Security Agencies Act must be provided with the registration form. Once a registration has been received and processed a business shall be assigned a permit number. This registration shall be renewed annually on the first day of each calendar year and is nontransferable. Each business is responsible for updating required information as it changes. Forms are available on our website or by contacting the Administrative Offices.

## Alarm Company Duties:

- Register your business if you are conducting business in the unincorporated areas of the County. There is no charge for registration, and the forms are available online, by mail or at the Administrative Offices. A copy of your license as issued through the State Board of Private Investigations and Private Security Agencies Act must accompany your registration.
- Provide instruction and operational training to the alarm user, employees, or other designee(s) for each system prior to activation, including written instructions for obtaining service.
- Do not install or maintain an audible alarm system which can sound continuously for more than twenty (20) minutes.

## Additional Duties for Monitoring Companies:

- Attempt two (2) times to verify a signal before requesting dispatch of law enforcement.
- Provide the most current information regarding the alarm user and location.
- Provide the most current information regarding the designated keyholders.
- Communicate a cancellation as soon as possible following a determination that an emergency response is unnecessary.
- Provide the Alarm Permit Number (assigned by the County and provided to the alarm users) for all accounts monitored in the unincorporated areas of the County.
- Provide name, address and phone number of the user or a designee, who can be called in an emergency, 24 hours a day; contact a key holder who will respond within a reasonable amount of time.

## Summary of False Alarm Charges

1st & 2nd Alarm	No Charge
3rd, 4th & 5th	\$50.00 each
6th & 7th	\$100.00 each
8th & 9th	\$250.00 each
10 & up	\$500.00 each

*These charges are within a permit year.*

## Additional Charges

Failure to Register	\$100.00 each
---------------------	---------------

*A violation of any of the provisions of this ordinance shall be a civil violation and shall not constitute a misdemeanor or infraction.*

Spartanburg County Administrative Offices  
Budget Management Room 900  
366 North Church Street  
P.O. Box 5666  
Spartanburg, SC 29304

[www.spartanburgcounty.org](http://www.spartanburgcounty.org)

### Contact Information:

Phone: 864-596-3202  
864-562-4416  
Fax: 864-562-4050

E-mail: [falsealarm@spartanburgcounty.org](mailto:falsealarm@spartanburgcounty.org)