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Alarm Ordinance

Free alarm registration now available online

ST. LUCIE COUNTY – Homeowners and businesses in all areas of St. Lucie County can now register their security and fire alarms online for free through a new service designed to help reduce the number of false alarm calls that police officers, deputies, and firefighters respond to every day.

Under the St. Lucie County alarm permit ordinance, alarm users throughout St. Lucie County are required to register their alarms. The St. Lucie County Board of Commissioners recently amended the ordinance to allow for online alarm registration, and contracted with a company called Public Safety Corporation, also known as CryWolf, to provide the service.

Although registration cost is free, the ordinance imposes a graduated civil penalty for false alarms. This is intended to reduce the occurrence of false alarms, which require considerable police and fire resources to respond. A schedule of alarm fees for the Fire District are listed below.

Public Safety Corporation now manages all alarm registrations, false alarm notifications, billing and collections in the areas of the county and cities will provide customer support Monday through Friday from 9 a.m. to 5 p.m.

All alarm users, residential and business, must register with Public Safety Corporation. Register online at www.crywolfservices.com/stlucieco. Users can check their accounts at any time to ensure accuracy of their alarm information. Registrations are valid for one year, and must be renewed annually.

Businesses that provide alarm monitoring, service, or installation are required to register as an alarm provider. Registration for alarm companies or registration for those without computer access can be done through Public Safety Corporation at its customer service phone number.

St. Lucie County Fire District – 877-665-2982

Sec. 18-100. - Classifying alarms; fees charged.

- (a) For each response by any emergency unit of the county to an alarm the responding agency will file a report, classifying the alarm as one of the following:
 - (1) False alarm, system test with no notification or system malfunction.
 - (2) False alarms, no system test, no owner response.
 - (3) Valid alarm for cause designated.
- (b) There shall be a fine charged for false alarms according to the following schedule during a rolling 12-month period:

Alarm Within 12 Months	Fire/Rescue
First	\$ 0.00
Second	200.00
Third	300.00
Fourth	500.00
Fifth and subsequent	500.00

- (c) Alarm companies shall not activate the alarm system prior to the registration. If a false alarm occurs prior to the registration of the alarm permit, the alarm monitoring company will be charged a fine of \$250.00. If the alarm system is self-monitored the alarm user will be charged a fine of \$50.00, which may be waived if the alarm permit is registered within 30 days.
- (d) In addition, any person operating a non-permitted alarm system will be subject to an additional fine of \$50.00. This fee may be waived if the permit is registered in 15 days.
(Ord. No. 2015-005, pt. I, 5-19-2015; Ord. No. 2016-005, pt. A, 4-5-2016; Ord. No. 2016-011, pt. A, 7-5-2016)

Editor's note— Ord. No. 2015-005, pt. I, adopted May 19, 2015, added a new § 18-100 and renumbered the former § 18-100 as § 18-101.