

Alarm Permits/Systems Frequently Asked Questions

--FAQ is being provided to make you aware of important details regarding the Alarm Permit/Systems Ordinance--

1. Who needs an alarm permit?

Per city ordinance number 87-1-21 (Alarm Ordinance) states any person or business commits an offense if he/they install, operate, or cause to be operated an alarm system without first obtaining a valid permit with the City of Plano. A separate permit is required for each alarm site. If the alarm system is not being monitored but is being used and if the alarm were to go off and if a neighbor standing outside could hear the alarm then the resident/business is still required to have a valid permit with the city. This does include fire alarms as well.

2. What is the cost of an alarm permit?

- Residential alarm permit fees are \$50.00 annually.
- Business alarm permit fees are \$100.00 annually.
- These fees are nonrefundable.

3. Is Plano a "No permit - No Response" city?

No. Chief Rushin firmly believes that the citizens and businesses of Plano will be responded to whether they have a valid permit with the City of Plano or not.

4. What if I operate my alarm system without having a valid permit?

When an officer arrives at the location, the officer is aware by our Dispatch Center if that location has a valid permit or not. If the location does not have a valid permit the officer may issue a citation which runs about \$262.00. (Please note: If a citation is issued by an officer the citizen or business may come in and make application for an alarm permit. Once they have made application, the citizen or business should take their receipt showing they have been issued an alarm permit to the Municipal Court and the citation will be lowered to around \$72.00.)

5. Where can I go to get an application for an alarm permit?

We have 2 office locations.

West side location: 7501 Independence Pkwy

Phone Number: 972/208-8076

It is just north of the intersection of Legacy and Independence.

The Joint Use Facility/801 building sits right next door to the Davis Library.

Hours of Operation: 8 to 4 Monday through Friday including lunch hours.

East side location: 909 E. 14th St Phone Number: 972/941-2426

It is located at the corner of 14th and Avenue H. It is inside the Plano Police Department.

Hours of Operation: 7:30 to 4:30 Monday through Friday including lunch hours.

There is also a website the citizen/business can use to make application. The only restriction to the website is payment has to be made by credit card and the Alarm Unit only accepts MasterCard, Visa, and Discover. The website is www.plano.gov. When the home page comes up they will look for the word online and click on that word. When the next page comes up they will have to click on the word "Register" first (this is only if they have never registered with the City of Plano before). The register part is where the citizen/business is giving themselves a user name and password.

Once they have completed the registration the system will take them back to the same page that had the word "Register" on it and then they will select "Alarm Permits."

***They cannot print off the online application, fill it out and mail it in with their payment. They must use the website below.*

If the citizen/business only wants to download a copy of the permit applications they must go to a totally different website - www.planopolice.org. They will look on the right side for Publications and forms (they will have to scroll down to see Publications and Forms). Once they click on Publications and Forms then they will look on the left hand side for Residential Alarm Permit Application or Business Alarm Permit Application and again they will have to scroll down to locate the applications.

The Alarm Unit's mailing address is as follows:

Plano Police Department
Attn: False Alarm Reduction Unit
P O Box 860358
Plano Texas 75086-0358

6. Are Alarm Permits transferrable from one person to another person or from one business to another business?

No. The previous owner of a house or business must cancel their permit and the new owner must apply for a permit in their name.

7. How do I cancel my permit?

All cancellations must be in writing. They can be mailed, faxed, or dropped off at either one of our two locations. A signed renewal form can be used to cancel a permit for a citizen or a business or they can write a short statement requesting the cancellation.

An example of a cancellation statement could be as follows:

Effective 3/14/08 please cancel permit number 4344 for the address of 1201 Long Meadow Drive. A signature MUST accompany all cancellations.

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

Burglary false alarms: A resident/business is allowed 3 free in a 12 month rolling calendar year. After the 3rd false alarm the 4th and 5th false alarm will be charges at \$50.00, the 6th and 7th false alarm will be charged at \$75.00 and over 8 false alarms are charged at \$100.00 per false alarm.

Robbery false alarms: A business is allowed 2 free in a 12 month rolling Calendar year. Any robbery alarm after 2 will be charged at \$100.00 per false alarm.

Panic false alarms: A resident/business is allowed 2 free in a 12 month rolling calendar year. Any panic alarm after 2 will be charged at \$75.00 per false alarm.

Fire false alarms: A resident/business is allowed 2 free FOR THE LIFE OF THE PERMIT. Any fire false alarm after 2 will be charged \$200.00 per false alarm.

9. Can I renew my permit online?

Yes, but the resident/business must have their permit number, the invoice number from the renewal letter and their drivers license number when renewing online.

***Please note: A DL number must already be on file in our system to renew a permit. If the Alarm Unit does not have their DL on the permit record then they would not be able to renew online.*

10. Can I transfer my permit online?

Only if the renewal fee is due at the same time the resident/business is needing to transfer the permit. If there is no renewal fee due at the time of transfer they must use their renewal form or a new application stating it is a transfer.

11. If I need to make changes to my permit information such as telephone numbers, adding a different mailing address or to request the deletion of an emergency contact, can this be done verbally over the phone to the Alarm Unit?

Unfortunately, this can not be handled verbally. Any changes to the information already on the permit must be done in writing and the resident/business must sign their name on the written request. These changes can be done on a renewal form or the resident/business can type them out and either fax them or mail them to the Alarm Unit.

The only verbal change that can be done over the phone is the changing of the monitoring company's name.

12. Why do I have to pay an additional \$35 to reinstate my permit when my permit has been deactivated?

Once a permit has been deactivated it will take a \$35 reinstate fee along with the renewal fee (\$35/residential \$50/business) to get the permit reinstated. The resident/business has been notified on 3 different mailings that their permit fee had not been paid. On the 62nd day after the expiration date of the permit, the system will automatically deactivate the permit. This is also part of the city ordinance. These reinstate fees are rarely waived because the permit holder has been notified 3 different times.

13. Are systems with cellular mode better than those using land line telephones?

Tell the customer to contact North Texas Alarm Association here in the metroplex. They have a website but they could also contact David Simon at 972/871-3778 or Kathleen Schraufnagel at 972/871-3807. The North Texas Alarm Association can answer all types of questions about alarm security systems, companies etc.