LINCOLN

These FAQs are being provided as a courtesy to the monitored alarm community as guidance to many of the questions that have been received. The Treasurer's office assumes no legal liability or responsibility for the accuracy, completeness, or usefulness of any information in these FAQs. This is not the ordinance in its entirety; please refer to actual ordinance for specific information. Municipal Code - Document Viewer (encodeplus.com)

FAQ's:

1) Q: Who needs to register for a permit?
   A: Any business that monitors alarms
   Defined as: any business which engages in the activity of altering, installing, leasing, maintaining, repairing, replacing, servicing, testing, monitoring, or responding to an emergency alarm system, or which causes any of these activities to take place within the city jurisdiction.
   A: All monitored alarm users
   Defined as: any person, firm, partnership, association, corporation, company or organization of any kind which uses or is in control of an alarm system at an alarm site regardless of whether it owns or leases the system.

2) Q: When do I have to register?
   A: New users must register within 60 days of installation.
   A: New alarm businesses must register prior to operating the alarm business.

3) Q: How do I register?
   A: Register online through the City Treasurer's Office at: City Treasurer | Alarm Registration (ne.gov)
   A: A helpline has been established: 402-441-5661 or email: AlarmReg@lincoln.ne.gov
   A: Register in person at the City Treasurer's Office at 555 S. 10th street, Suite 103
   A: Registration form and payment can be mailed to: PO Box 26, 555 S 10th St Lincoln, NE 68508

4) Q: How much is the annual permit/registration?
   A: Residential alarm user: $30 nonrefundable permit fee
   A: Commercial alarm user: $50 nonrefundable permit fee
   A: Alarm Business: $50 nonrefundable permit fee

5) Q: How often do I have to register?
   A: All alarm businesses and users must renew their permit annually

6) Q: What are the false alarm fees?
   A: 1 through 3 false alarms during the permit term = $0
   4 through 8 false alarms during the permit term = $100.00 each
   9 or more false alarms during the permit term = $250.00 each

A: The alarm business, or its designated alarm answering service, shall be assessed a fee of $250 if the Lincoln Police Department/Lincoln Fire and Rescue, responding to the false alarm, determines that an onsite employee of the alarm business, or its designated alarm answering service, directly caused the false alarm. In this situation, the false alarm shall not count against the alarm user.

7) Q: What if I have multiple buildings?
   A: Every building that has a monitored alarm must be individually registered.

8) Q: What if I had my alarm installed and then removed shortly after installation?
   A: If the system is removed within 60 days, we can waive the registration/permit fee. All Unregistered false alarm fees will still be due.

9) Q: What if my alarm system just sends me a notification and does not contact the 911 center?
   A: The ordinance only applies to monitored alarms. If the 911 center is not notified, the alarm system doesn't have to be registered.

10) Q: When did the ordinance start?
    A: It went into effect the summer of 2010.

11) Q: Who is exempt?
    A: Any building that is owned, leased, or rented by a government agency including state, federal, or UNL property. The exemption does not apply to private schools or charitable institutions.

12) Q: What if we are located outside city limits?
    A: No registration is required. Ordinance is in place for monitored alarms within the city limits.

13) Q: What happens if I refuse to register?
    A: Failure to obtain a permit is a civil penalty of $100 for each false alarm.

14) Q: How many attempts to contact the alarm user must the monitoring company make before it calls the 911 center?
    A: The monitoring company must attempt to call two numbers given by its customers before notifying the 911 center, unless the alarm was from a duress, hold up, panic call, or a fire call then they are required to call the 911 center immediately.

15) Q: When should I notify you of my move?
    A: You should call as soon as your alarm is deactivated.

16) Q: Is my permit transferrable?
    A: Yes, permit is transferrable to another address if the permit holder stays the same and new address is updated with our office.