



Phased In Changes to City of Calgary Alarm Bylaw 31M95 and CPS Dispatch Criteria

Changes to police dispatch criteria

- Effective May 15, 2016, Calgary 9-1-1 will no longer dispatch police to locations with '1-hit' alarm activations, where only one zone has been activated in a premise.
- Alarm agencies will also be required to conduct enhanced call verification, where they must attempt to contact at least two key holders prior to contacting police.
- A second phase will be brought in during the second half of 2016, where Calgary 9-1-1 will no longer dispatch police to premises where:
 - 1) no valid alarm permit exists;
 - 2) the permit is suspended;
 - 3) the call is within 14 days of installation; or
 - 4) the alarm agency is not properly licensed.
- Police will also no longer be dispatched to commercial premises during regular business hours, as indicated on the registered alarm permit.

Alarm system permits

- The Calgary Police Service will also begin charging for permits, which will require an annual renewal. Permitting fees will enable the Service to recover the costs associated with alarm calls, ensuring an efficient use of resources.
- The Service will begin charging a fee for residential and commercial alarm system permits that will require an annual renewal. Permit fees for residential and commercial/financial premises are still under review.

New false alarm penalty fees

- A new false alarm penalty structure will also be implemented.
- Recommendations for the new false alarm penalty structure will hold permit holders and alarm agencies more accountable when a decision to request police assistance is made.
- These recommendations are currently pending approval by City of Calgary Council. Penalty rates will be reviewed by City of Calgary Council in Q2 2016.
- False alarm penalties will continue to be charged to the licensed alarm agency requesting police assistance. The false alarm penalty fee structure will be based on a 12-month period.
- Less than 21 per cent¹ of current alarmed premises have more than one or two false alarms each year. The penalty review is intended to reduce recurrent false alarms.
- These measures will recover costs associated with alarm bylaw administration and align with practices in other major jurisdictions.

¹ Please note a previous version of this information sheet noted that less than 10 per cent of current alarmed premises have more than one or two false alarms each year. We apologize for the error.