



April 21, 2016

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

The Calgary Police Service recently approved a phased-in approach to revise the current Alarm Services Bylaw (31M95) and how officers are dispatched. This will result in a change in how and when police respond to alarm calls. Public safety is paramount to the Calgary Police Service; these changes will facilitate an improved service to permit holders and licensed alarm agencies.

The Calgary Police Service currently responds to approximately 45 alarm calls each day. Of these calls, 96 per cent are deemed to be false alarms. It takes significant police resources to clear a false alarm call. These changes allow CPS to respond to legitimate public safety concern calls for service.

Changes to the dispatch criteria will make for more efficient use of police resources and will better align Calgary with how other major police services across Canada and North America respond to alarm calls.

Please note that all calls for service involving panic, hold-up or duress alarms, and any verified valid alarm activations will still be attended to by police.

Phase 1: Changes to police dispatch criteria

Effective May 15, 2016, Calgary 9-1-1 will no longer dispatch police to '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, whereby attempts to contact at least two key holders must be made prior to contacting police.

Phase 2: Permit requirements and new false alarm penalty structure

A second phase will be brought in during the second half of 2016, which will result in changes to Calgary's current alarm permit system, associated penalties and additional dispatch changes.

The Calgary Police Service will begin charging for permits to recover the costs associated with alarm calls, ensuring an efficient use of resources. Permits will require an annual renewal.

Calgary 9-1-1 will no longer dispatch calls for service to premises where 1) no alarm permit exists; 2) the permit is suspended; 3) the call for service is within 14 days of installation; and 4) the alarm agency is not properly licensed. Alarm calls will also no longer be dispatched for commercial premises during regular business hours, as indicated on the registered alarm permit.

A new penalty structure for recurrent false alarms will also be implemented.

Attached to this email is an information sheet outlining the upcoming changes to the Alarm Bylaw and dispatch criteria. We encourage you to share this information with your customers.

If you have any questions regarding these changes please contact the Calgary Police Service Alarm Bylaw Unit at Alarmbylaw@calgarypolice.ca or 403-428-8336.

Sincerely,

A handwritten signature in black ink, appearing to be "Alison Turgeon".

Alison Turgeon
Alarm Coordinator
Calgary Police Service