

City of Kamloops

CHANGES TO SECURITY ALARM SYSTEM BYLAW



Canada's Tournament Capital

SUMMARY OF NEW FEE STRUCTURE

Number of False Alarms in the Calendar Year	Intrusion Alarm That has Been Deemed False	Hold-up Alarm or Panic Alarm That has Been Deemed False
First false alarm	No Charge	No Charge
Second false alarm	\$200	\$200
Third or more false alarm	\$400	\$400

Important Note to Fee Structure

For every occurrence of an excessive false alarm*, the owner or occupier shall be liable to pay the applicable fee calculated in accordance with the new fee structure presented above.

***Excessive false alarms means** two or more false alarms involving a hold-up alarm or panic alarm or two or more false alarms involving an intrusion alarm within a calendar year.

FREQUENTLY ASKED QUESTIONS

What are the most common types of alarms?

- **Hold-up alarm:** manually activated alarm signal from a commercial premises
- **Intrusion alarm:** any alarm signal from an alarm system other than hold-up or panic
- **Panic alarm:** manually activated alarm signal from a residential premises

What happens after my alarm is triggered?

- **Hold-up alarm:** Your security monitoring company will receive a notification. At that point, they will contact the RCMP to dispatch members to attend the hold-up alarm call.
- **Intrusion alarm:** Your security monitoring company will receive a notification. At that point, they need to contact your property representative or key holder, who will attend your property and determine whether or not police attendance is required.
- **Panic alarm:** Your security monitoring company will receive a notification. At that point, they will contact the RCMP to dispatch members to attend the panic alarm call.

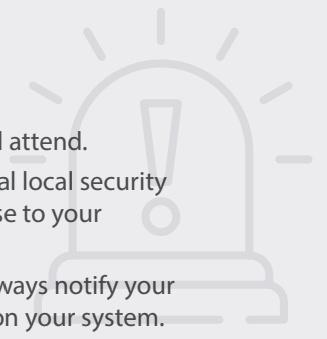
Why did the bylaw change?

The bylaw has not been updated since 2017, and since that time, the number of alarm systems in homes and businesses has increased.

In 2020, 95% of all security alarm calls to the RCMP are false alarms, and more than 600 RCMP hours were spent responding to false intrusion alarms. These calls consume significant RCMP member time that could be directed to higher-priority policing needs.

When your alarm goes off, someone needs to visit your residence in order to verify the alarm.

- Get in touch with your security monitoring company and update your property representative(s) or key holder(s).
- Confirm that your property representative or key holder will attend.
- If needed, hire alarm response personnel (a “runner”). Several local security companies do this. This type of service will ensure a response to your property when your alarm goes off.
- Check to make sure your alarm is functioning accurately. Always notify your security monitoring company before performing any tests on your system.



VERIFIED VS. FALSE ALARMS: SAMPLE SCENARIOS



An intruder breaks a window in your house/business, which sets off the alarm. The security monitoring company receives an alert and notifies your property representative (this could be a hired security company or a friend you’ve identified as a property representative/key holder). The property representative arrives at your home or business and checks the premises to verify if police attendance is required.

Will I receive an invoice in this scenario?

No, the alarm has been verified. You have a good system in place. Be sure to keep your property representative’s contact information up to date with your security monitoring company.



An alarm goes off in your business at 11:00 pm (your business is closed at this time) The security monitoring company receives an alert and notifies your property representative (this could be a hired security company or a friend you’ve identified as a property representative/key holder). The property representative determines there has been no forced entry and notifies the security monitoring company. **You will not receive a fine.**

What do I need to do in this scenario?

Nothing right now. You have a good system in place. Be sure to keep your property representative’s contact information up to date with your security monitoring company.



You are testing your panic or hold-up alarm, and you forget to notify your security monitoring company beforehand. You trigger the alarm. The security monitoring company receives a notification and alerts the RCMP. The RCMP attends to the alarm and discovers you were testing the alarm.

Will I receive an invoice in this scenario?

You will not receive an invoice for the first false panic alarm. **You will receive an invoice for second and any subsequent false panic alarms** due to manually activating the alarm for testing purposes and not notifying your security monitoring company.

What do I need to do in this scenario?

Always notify your security monitoring company **before** you test your alarm.

BYLAW CHANGES APRIL 2021

As of April 2021, the Security Alarm Service Bylaw has changed and the new fee structure will be enforced. Residents and business owners will not be charged for the first intrusion and/or panic alarm.

Questions?

If you have any questions, please contact your **security monitoring company** or the **Kamloops RCMP at 250-828-3000**.