



CALGARY
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Alarm Agency Information Package

The City of Calgary Alarm Services Bylaw 31M95 is in place to license and regulate alarm agents and alarm agencies and to regulate and control alarms systems. The bylaw is managed collectively by the City of Calgary Business License Division and the Calgary Police Service Alarm Bylaw Unit.

City of Calgary Business License Division Requirement for License, Section 5

The bylaw stipulates that all persons engaged in the business of an alarm agency or a security consulting agency or as an alarm agent or security consultant require a valid alarm agency business license issued under this bylaw. Applications for licenses are made to the Chief License Inspector. The contact phone number for the Business License Division is 403-268-5311.

Calgary Police Service Registration of Alarm Agencies, Section 25.9

Any alarm agency that installs and/or monitors alarm systems within the city of Calgary must register with the Calgary Police Service. Forward your company information, including a copy of your business license to alarmbylaw@calgarypolice.ca. Within 3-5 business days you will receive a response with your registration number. This registration number is a unique identifier for your company and **must** be used when requesting dispatch and corresponding with the Alarm Bylaw Unit.

Dispatch Criteria

Police will respond to all panic/duress and hold-up alarm calls, confirmed criminal activity, public safety concerns, and verified alarm activations. Police will not be the first responders to commercial and financial intrusion alarms between 0700 hours to 1700 hours, 7 days per week.

Verified Alarm Activations

- **Enhanced call verification** has been conducted by the alarm agency, whereby attempts to contact at least two keyholders must be made prior to contacting police. Be prepared to provide the name & phone number of the keyholders attempted.
- Alarm call has been verified by a guard service.
- More than one zone has been activated within 30 minutes of initial activation.

Requesting Dispatch

To request dispatch of Calgary Police to alarm activations and/or follow-up calls (keyholder information, cancellation requests), please call **587-392-1469**.

If there is an emergency type of alarm activation, alarm agencies within the Calgary jurisdiction should call 9-1-1. Alarm agencies outside of Calgary continue to use 587-392-1469 for all alarm calls.

The following information must be provided:

- Calgary Police Service Registration Number of the alarm agency.
- Permit number of the premises address.
- Permit holder/victim name.

The Calgary Police Service charges false alarm penalties to the alarm agency that requests dispatch. Follow the proper call-in format to ensure false alarm charges are billed to the correct alarm agency as penalties are not re-directed.

- Identify yourself as the alarm agency calling and provide your alarm agency's Calgary Police Service Registration Number.
- If your agency requests dispatch for other alarm agencies, identify yourself as the caller but specify that you are calling **on behalf of** another alarm agency, identify them and provide **their** Calgary Police Service Registration Number.

False Alarm Penalty Fees, Section 26.1

A false alarm penalty fee structure is in place to hold alarm agencies and permit holders more accountable to properly manage their dispatches and alarm systems. When a penalty is imposed, a false alarm penalty notice will be issued to the alarm agency that requested dispatch.

FALSE ALARM PENALTY

<u>Number of False Alarms (in a 12-month period)</u>	<u>Penalty</u>
1	\$0
2	\$75
3	\$150
4	\$225
5	\$300
6	\$375
7	\$450
8	\$525
9	\$600
10 or more	\$675

False Alarm Penalty Review, Section 26.1(4)

When an alarm agency receives notice of a false alarm penalty, the agency may apply for a review of the false alarm penalty determination within 6 weeks of the date the notice was issued.

Reviews can be requested if there is new evidence reported after the alarm call resulting in a police report, if there are discrepancies regarding attendance or the penalized alarm agency or if it can be demonstrated that the false alarm was caused by an act of nature, storm, lightning, etc.

To request a review, email the Alarm Bylaw Unit at alarmbylaw@calgarypolice.ca and attach:

1. Copy of false alarm penalty notice.
2. Circumstances for requesting a review.
3. Supporting documentation/video.

Alarm System Permits, Section 25

Calgary Police Service charges **alarm system users** a registration and annual renewal fee for permits. Permit registration and renewal fees are \$15.00 for residential premises and \$20.00 for commercial/financial premises, no GST. Permitting fees enable the Service to recover the costs associated with alarm calls, ensuring an efficient use of resources and enables CPS to maintain an accurate and up-to-date database of all alarm system users.

An alarm permit is not required prior to the installation of an alarm system. Application forms are available online at the City of Calgary website. Visit www.calgary.ca and search for 'alarm permit'.

Applications with payment made to Calgary Police Service can be mailed to:

Calgary Police Service
Alarm Bylaw Unit #609
5111 47 ST NE
Calgary, AB T3J 3R2

To make payment and drop off in person, attend any Calgary Police Service District Office or the Alarm Bylaw Unit located at the Westwinds Main Campus. The Alarm Bylaw Unit's customer service hours are Mon-Tue, Thu-Fri 0800-1530 and Wed 1000-1530, closed weekends and all statutory holidays. (Please note: District Offices do not accept cash.)

Every year, based on the date the original permit was issued, a renewal notification form will be sent to the permit holder. The renewal payment and form with any information updated as necessary, must be received by the Alarm Bylaw Unit by the payment due date.

Permit Suspensions, Section 25.6

At times a permit may be suspended if the permit holder contravenes any provision of the Bylaw. During a period of suspension, the alarm system may continue to be used, however the permit holder must make alternative arrangements with their alarm agency for a responsible party to be the first responder to any alarm activation at the premises. Calgary Police will respond if the first responder finds suspicious or criminal activity upon their arrival.

Reporting & Notifications

As a registered alarm agency with the Calgary Police Service, the Alarm Bylaw Unit supplies bi-weekly and monthly reporting. To receive this information electronically, sign up by completing the Alarm Agency Email Registration form.

Zero Penalty Report	A list of permit holders with their first false alarm occurrence within a 12-month cycle, these are a \$0 charge, however another false alarm occurrence within 12 months will incur a fee.
Temporary Permits	A list of temporary permits issued. If a request for dispatch is received to a location where no permit exists, a temporary permit is created, and a permit application form is sent to the occurrence address to be completed. If no response is received within 3 months, the temporary permit is canceled.
Non-Renewed Permits	A list of permit holders that did not renew their alarm permit for another year by the payment due date. Confirm if they are still an existing client using an alarm system and notify them that they are required to have a permit.
Alarm Permits Issued	A list of new alarm permits issued. Confirm they are your client and that all information on file is correct in the event dispatch is requested.
Suspensions	Notification that a permit is pending to serve a period of suspension. The permit holder is notified by letter and a copy is sent to their alarm agency. The letter explains the reason for the suspension, the dates it will be served and the appeal process.



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Vigilance
Courage
Pride

July 16, 2019

To Alarm Agencies

RE: CALGARY POLICE SERVICE DISPATCH PROCEDURES

The Calgary Police Service ("The Service") would like to take this opportunity to remind all alarm agencies of the procedures that the Service follows with regards to our response to various alarm activations.

As of May 15, 2016, Calgary 9-1-1 no longer dispatch police to '1-hit' alarm activations, where only one zone has been activated in a premise. Alarm agencies will be required to conduct enhanced call verification, whereby attempts to contact at least two keyholders must be made prior to contacting police.

Once the above enhanced call verification has been completed or the activation has been confirmed a valid offence by the premises owner or a listed keyholder, the Service will attend residential intrusion alarms 24 hours a day, seven days a week. At this time the Service will only attend commercial and financial premises intrusion alarms between the hours of 1700 hrs (5 p.m.) and 0700 hrs (7 a.m.), seven days per week.

If the alarm agency has determined the intrusion alarm (residential, commercial or financial) to be false after requesting police dispatch, a cancellation request may be made by calling Calgary 9-1-1 and quoting the case number provided during the initial request. A cancellation request will not be accepted after members have arrived on scene.

The Service will continue to respond to all ***hold-up, panic or duress alarms***. We ask that alarm agencies do not contact the business or property; staff at Calgary 9-1-1 will initiate contact in an attempt to determine if the alarm activation is a genuine emergency or accidental.

PLEASE NOTE: duress, hold-up and panic alarms are designed to allow alarm users to activate the system in specific emergency situations when they are **NOT** able to dial 9-1-1. These types of alarms generally result in a heightened response and it is very important that alarm users understand that activation of alarms in non-emergency or improper situations may place law enforcement officers, alarm users and the general public at increased risk.

Appropriate use of hold-up, duress or panic alarms is as follows:

- ✓ An emergency situation when you are unable to dial 9-1-1 for police assistance
- ✓ During a robbery (theft by force or threat of force) or hold-up in progress
- ✓ When you are in a life-threatening or emergency situation

Inappropriate use of hold-up, duress or panic alarms includes:

- ✗ When you need fire or medical assistance
- ✗ To check to see how long it takes law enforcement officers to respond
- ✗ When someone has shoplifted merchandise
- ✗ To report a fight in the parking lot
- ✗ When an underage person attempts to buy alcohol
- ✗ To report that a vehicle has been stolen
- ✗ Any other circumstance in which you are not in a life-threatening or emergency situation

Alarm Agency requests for police dispatch to hold-up, panic or duress alarms should be reported to the 9-1-1 emergency phone line within Calgary city limits or via 587-392-1469, the alarm agency priority line for alarm agencies outside of Calgary city limits. Cancellation requests for these types of alarm incidents cannot be accepted. Each occurrence must

be attended and investigated by a police officer, and may result in a false alarm penalty being assessed if the activation and subsequent request for dispatch is deemed to be false.

Thank you for attention in this matter, and ensuring your policy and procedures are updated accordingly. Please contact our main customer service line (403-428-8336), the unit coordinator (403-428-8564) or the unit supervisor (403-428-4559) if you have any further inquiries or concerns with this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Alison M. Turgeon', with a stylized, overlapping loop structure.

Alison M. Turgeon
Alarm Coordinator
Calgary Police Service