



Security Alarm System Bylaw: 2024 Update

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Agenda

- ▶ Background
- ▶ Updated RCMP Response Protocol
- ▶ 2024 City of Kelowna Security Alarm Calls
- ▶ Updated City of Kelowna Bylaw
- ▶ New Proposed Fee Schedule
- ▶ RDCO Service Level Agreement
- ▶ Discussion

Security Alarm System - Background

- ▶ False Alarm Reduction Program (2005)
- ▶ Program holds Alarm users and Alarm companies accountable
- ▶ City of Kelowna & RDCO Service Level Agreement
- ▶ In 2023:
 - ▶ 72% of all security alarm calls to the RCMP were false alarms
 - ▶ 300 RCMP hours spent responding to alarm requests
- ▶ Updated RCMP Response Protocol adopted in late 2023
- ▶ RDCO updated their Bylaw accordingly
- ▶ City of Kelowna DRAFT Bylaw mirrors RDCO's Bylaw

RCMP Response Protocol

- ▶ Kelowna RCMP believe the majority of false alarms are preventable
- ▶ RCMP updated their response protocol in late 2023:
 - ▶ Two-factor verification process
- ▶ Fines may now be levied by the RCMP should they declare it a false alarm
- ▶ Reduction in 2024:
 - ▶ On average – 20 False Alarms per day
 - ▶ Now – 2-5 False Alarms per day

Kelowna: 2024 Security Alarm Calls

Kelowna FALSE ALARMS



Kelowna VALID



City of Kelowna Bylaw (2004 vs 2024)

Proposed (2024)	Reasoning
An increase in fees is recommended	The requested increase is based on costs to operate the program and to align with industry standards
No suspension of alarm response is requested	The Kelowna RCMP have committed to responding to all alarms if they meet the criteria defined in the current policy given the difficulty in defining what may or may not be a false alarm
Alarm registration will no longer be suspended/denied; an Advisory Board is therefore, not necessary	Given the Advisory Board was never used, both CoK and RDCO felt this could be managed at the Program Administrator level.
Alarm registration active for two years	To use the available time more efficiently.
The new bylaw has been drafted with less administrative requirements, (ie - No requirement to hire a company to inspect an alarm and submit a report)	This promotes efficient use of staff and alarm user time and resources.



New Proposed Fee Schedule



Old Program	New Program
Residential - \$10	Residential - \$40 (biannual renewal - \$30)
Business - \$15	Business - \$80 (biannual renewal - \$60)
Residential: <ul style="list-style-type: none"> • First Offence – No charge • Second Offence – No charge • Third Offence - \$50 • Fourth (and subsequent) - \$100 	Residential: <ul style="list-style-type: none"> • First Offence - No charge • Second Offence - \$100 • Third Offence - \$200 • Fourth (and subsequent) - \$300
Business: <ul style="list-style-type: none"> • First Offence – No charge • Second Offence – No charge • Third Offence - \$100 • Fourth (and subsequent) - \$200 	Business: <ul style="list-style-type: none"> • First Offence – No charge • Second Offence - \$200 • Third Offence - \$400 • Fourth (and subsequent) - \$600

Service Level Agreement

- ▶ RDCO Led Program
- ▶ Surplus funding:
 - ▶ CoK – 66%
 - ▶ Police Response
 - ▶ RDCO – 33%
 - ▶ Crime Prevention
- ▶ Agreement out to 31 Dec 28



Discussion and Next Steps





Questions?

For more information, visit kelowna.ca.