

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

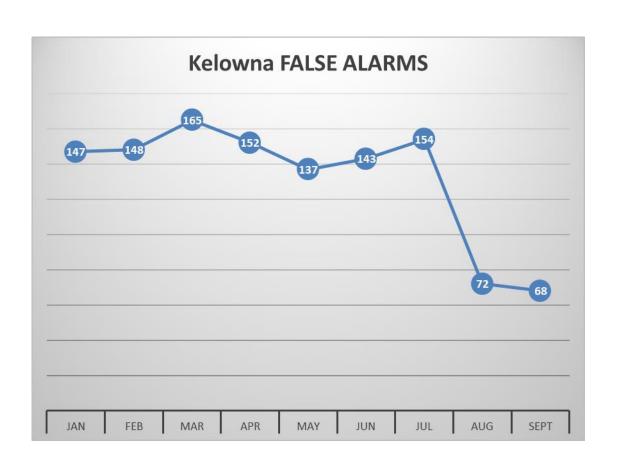


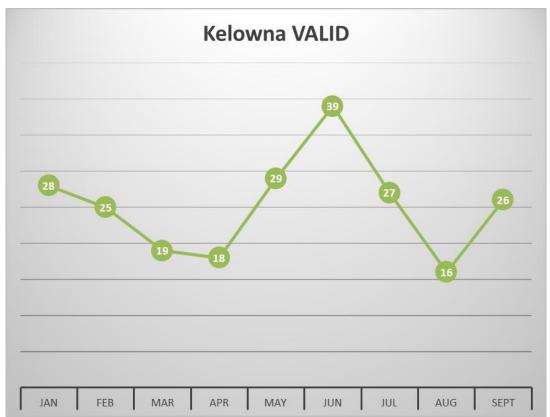
RCMP Response Protocol

- ► 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





City of Kelowna Bylaw (2004 vs 2024)

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







New Proposed Fee Schedule

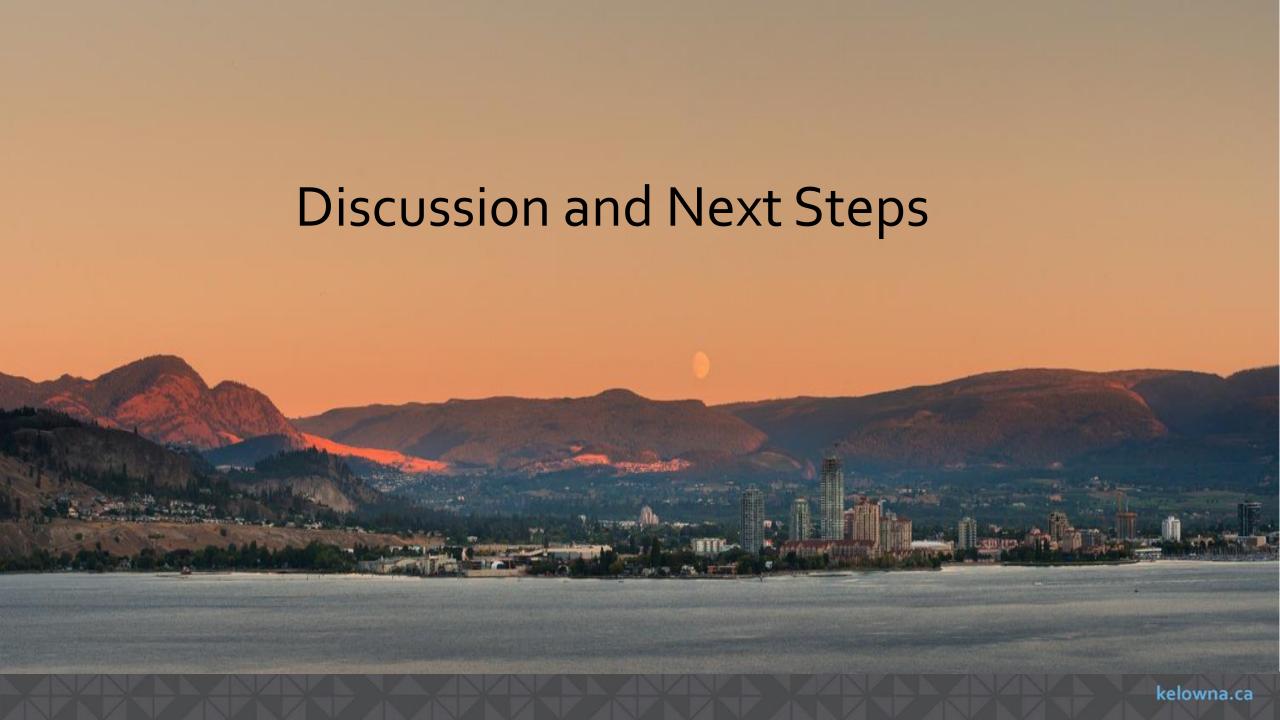
Old Program	New Program
Residential - \$10	Residential - \$40 (biannual renewal - \$30)
Business - \$15	Business - \$80 (biannual renewal - \$60)
 Residential: First Offence – No charge Second Offence – No charge Third Offence - \$50 Fourth (and subsequent) - \$100 	 Residential: First Offence - No charge Second Offence - \$100 Third Offence - \$200 Fourth (and subsequent) - \$300
 Business: First Offence – No charge Second Offence – No charge Third Offence - \$100 Fourth (and subsequent) - \$200 	 Business: 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







Questions?

For more information, visit **kelowna.ca**.