



## Regional Municipality of York Police Services Board

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*To Make a Difference in Our Community*

November 2, 2005

Mr. Denis Kelly  
Regional Clerk  
The Regional Municipality of York  
17250 Yonge Street  
Newmarket, Ontario L3Y 6Z1

**Chair**  
*David Barrow*  
Regional Councillor

**Vice-Chair**  
*Danny Wheeler*  
Regional Councillor  
and Deputy Mayor

**Members**

*Bill Fisch*  
Regional Chair

*Asad M. Malik*  
Provincial Appointee

*Barbara Munro*  
Regional Council  
Appointee

*Joe Persechini*  
Provincial Appointee

*Daisy Wai*  
Provincial Appointee

**Executive Director**  
*Connie Phillipson*

Dear Mr. Kelly:

On October 26, 2005, the Regional Municipality of York Police Services Board received a report from Chief of Police Armand P. La Barge entitled 'Alarm Program – By-Law Amendment' and adopted the five recommendations contained therein as follows:

1. That the Board amend By-law 14-00 by removing the definition of "Registered Alarm Premise" from Section 1 and further by removing Subsections 4(b) and 5(b); and
2. That the Board amend By-law 14-00 by replacing Section 6 with the following:  
  
*"An Alarm Subscriber may, within fourteen days from the date of issuance of a Suspension Notice, pay a fee of \$250.00 to York Regional Police to revoke the Suspension Notice and reduce the number of alarms deemed not to be Valid Alarms to zero.";* and
3. That the Board amend By-law 14-00 by requiring that "Alarm Businesses", as defined within the By-law, be required to report alarms and cancellation of alarms using the toll line number supplied to them by York Regional Police; and
4. That the Board delay the implementation of toll line service until March 1, 2006; and
5. That the Board recommend that Regional Council pass a resolution adopting the amended By-law.

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Therefore, on behalf of the Board, I am requesting that Regional Council pass a resolution adopting the amended By-law.

Yours truly,

A handwritten signature in cursive script, reading "CPhillipson".

Connie Phillipson  
Executive Director

c. Chief Armand P. La Barge

Attachments



# York Regional Police

Chief of Police  
Armand P. La Barge

17250 Yonge Street, Newmarket, Ontario, Canada L3Y 4W5  
1-866-8POLICE TTY 1-800-668-0398 Fax 905-853-5810 www.police.york.on.ca

## THE REGIONAL MUNICIPALITY OF YORK POLICE SERVICES BOARD

### REPORT OF THE CHIEF OF POLICE

26 OCTOBER 2005

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#### Re: Alarm Program – By-law Amendment

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#### RECOMMENDATIONS:

1. That the Board amend By-law 14-00 by removing the definition of "Registered Alarm Premise" from Section 1 and further by removing Subsections 4.(b) and 5.(b); and
2. That the Board amend By-law 14-00 by replacing Section 6 with the following:  
  
*"An Alarm Subscriber may, within fourteen days from the date of issuance of a Suspension Notice, pay a fee of \$250.00 to York Regional Police to revoke the Suspension Notice and reduce the number of alarms deemed not to be Valid Alarms to zero.";* and
3. That the Board amend By-law 14-00 by requiring that "Alarm Businesses", as defined within the By-law, be required to report alarms and cancellation of alarms using the toll line number supplied to them by York Regional Police; and
4. That the Board delay the implementation of toll line service until March 1, 2006; and
5. That the Board recommend that Regional Council pass a resolution adopting the amended By-law.

#### SYNOPSIS:

The proposed amendments to the current Alarms Program By-law 14-00 will continue to allow for the cost of these responses to be offset while encouraging a reduction in the generation of false alarm calls.

In order to encourage the community and the alarm industry to reduce false alarms, this proposal includes the introduction of a toll telephone line to be utilized by the alarm industry when requesting police attendance at an alarm or to cancel such a request.

In addition, it is proposed to eliminate the 'Registered Alarm Premise' subscription class and to adopt a single reinstatement fee which will ensure that the cost of police response continues to be offset in a fair and equitable manner.

#### **FINANCIAL IMPLICATIONS:**

In 2004, the Alarms program generated revenue of \$1,347,151.62 and it is projected to be approximately the same by the end of 2005.

If all "Registered Alarm Premises" subscribers choose to move to the "Unregistered Alarm Premise" subscription category, there would be no loss in current registration fees. It is, however, likely that there would be an increase in the revenue generated from "reinstatement fees" because "Unregistered Alarm Premise" subscribers are suspended upon the first false alarm. Payment of the \$250.00 "reinstatement fee" within fourteen days would be required in order for alarm response to be resumed.

It is more likely that significant increase in revenue would be generated by existing "Registered Alarm Premise" subscribers choosing to become "Priority Alarm Premise" subscribers.

The initial installation fee for a "toll" service consists of \$350.00 with a monthly fee of \$10.00. Based upon a set charge of \$2.50 per minute, the service provider would receive \$0.35 with the balance of \$2.15 being paid to York Regional Police. Typically, service providers charge an additional billing and collection fee of 5 per cent. Assuming a false alarm rate similar to that of 2004, it is projected that the net revenue generated for York Regional Police would be approximately \$26,000.

#### **BACKGROUND:**

York Regional Police initiated a False Alarm Policy and Program in 1990 as a result of concerns regarding the escalating number of false alarms responded to by officers.

Implementation of a By-law in 1996 was instrumental in reducing the number of false alarms attended by York Regional Police which dropped from 30,768 in 1996 to 21,286 by the end of 1997, a 30.8 per cent reduction. The By-law underwent minor modifications in 1998 and in 2000 it was replaced with By-law 14-00, the main features of which are as follows:

There are three classifications of alarmed premises:

|                            |                                      |
|----------------------------|--------------------------------------|
| Priority (pays annual fee) | – suspended after three false alarms |
| Registered (no fee)        | – suspended after two false alarms   |
| Unregistered (no fee)      | – suspended after one false alarm    |

Suspended premises may be reinstated upon the payment of a fee which is currently \$150 to revoke the “suspension notice” and reduce the number of alarms deemed not to be “valid alarms” by one or by payment of \$250 which revokes the “suspension notice” and reduces the number of alarms deemed not to be “valid alarms” to zero.

In 2004, York Regional Police received 27,119 calls for service due to alarm calls. Of this number, 98.8 per cent, or 26,803 calls, were false alarms. Of the 26,803 false alarm calls for service, police attended 15,776, while 11,027 were cancelled prior to police arrival. It is estimated that the number of residential alarm installations in York Region has risen by about 44 per cent and the number of commercial alarm installations has risen by about 33 per cent since 2002. In light of the proliferation of alarm systems, false alarms are likely to continue to represent a substantial use of police resources.

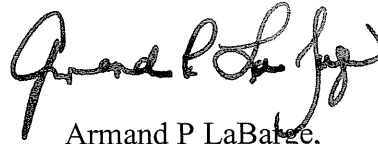
The significant rate of false alarms is an expensive problem which needlessly takes police resources away from proactive duties and can propagate a dangerous complacency among officers used to attending so many false alarms. In 2004, it is conservatively estimated that, not including alarm calls which were dispatched but cancelled prior to the arrival of the police, more than 6,500 patrol hours were lost attending invalid alarms. It is also necessary to employ three full time members to manage the alarms program.

It is proposed that the existing By-law be amended with the objectives of ensuring that the costs incurred by York Regional Police responding to false alarms continue to be recovered in an equitable manner. At the same time, alarm companies will be encouraged to reduce the number of false alarms by requiring them to use a “toll” line.

At present, alarms premises may be registered with York Regional Police without any fee being paid. Alarm response to such premises, known as “Registered Alarm Premises”, is not suspended until a second false alarm occurs within a one year period. Even after suspension, such premises may continue to receive police attendance by the payment of a \$150 or \$250 “reinstatement fee”. It is proposed that this classification of premise be eliminated and that only the “Unregistered” and “Priority” premise classifications be retained. In addition, the \$150 “reinstatement fee” option should be eliminated and only the \$250 “reinstatement fee” option should be retained. These changes will ensure a continuing revenue stream while representing a fairer distribution of cost for the users of the “Priority Alarm Premise” classification.

In order to encourage alarm companies to ensure that an alarm is valid prior to the police being notified, it is recommended that a toll service similar to that of Bell Canada’s “900 Pay-Per-Call” be instituted. Telephone charges incurred by alarm companies for valid alarms would be

reimbursed through the service provider upon authorization by York Regional Police. Alarm companies would incur telephone charges only in relation to false alarms. Before implementation of this change, it will be necessary to allow the alarm industry time to amend its procedures and to make any billing changes they deem necessary. It is proposed that the toll line program not be implemented until the second quarter of 2006.

A handwritten signature in black ink, appearing to read "Armand P LaBarge". The signature is fluid and cursive, with the first and last names being more prominent.

Armand P LaBarge,  
Chief of Police.

APL:rtf

## ALARM PROGRAM COMPARISON

| 2005                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2006 Proposed                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Priority</b> Alarm Premises<br><br>Premise is registered with York Regional Police | <u>Residential</u><br>Initial Residential Fee - \$45.00<br>Subsequent Annual Fee - \$30.00<br><br><u>Commercial</u><br>Initial Residential Fee - \$115.00<br>Subsequent Annual Fee - \$75.00<br><br>Caution Notice issued after 2 invalid alarms in 1 year.<br><br>Suspension Notice issued after 3 invalid alarms in 1 year.<br><br>Payment of \$150 reduces invalid alarm count by 1<br><br>Payment of \$250 reduces invalid alarm count to 0 | <u>Residential</u><br>Initial Residential Fee - \$45.00<br>Subsequent Annual Fee - \$30.00<br><br><u>Commercial</u><br>Initial Residential Fee - \$115.00<br>Subsequent Annual Fee - \$75.00<br><br>Caution Notice issued after 2 invalid alarms in 1 year.<br><br>Suspension Notice issued after 3 invalid alarms in 1 year.<br><br>Payment of \$250 reduces invalid alarm count to 0                  |
|                                                                                       | <b>Registered</b> Alarm Premises<br><br>Premise is registered with York Regional Police                                                                                                                                                                                                                                                                                                                                                         | <b>REGISTERED ALARM PREMISES CATEGORY ELIMINATED</b><br><br><b>ALARM COMPANY TOLL LINE INTRODUCED</b><br><br>Alarm companies are required to use a Pay-Per-Call line when requesting police response to an alarm or for cancellation of an alarm call.<br><br>Alarm companies are refunded any toll charge incurred as the result of a valid alarm call for service.<br><br>Call charge - \$2.50 / min. |
|                                                                                       | <b>Unregistered</b> Alarm Premises<br><br>Does not Register                                                                                                                                                                                                                                                                                                                                                                                     | <b>Unregistered</b> Alarm Premises<br><br>Does not Register<br><br>No Fee<br><br>Suspension Notice issued after 1 invalid alarm in 1 year.<br><br>Payment of \$250 reduced invalid alarm count by 1                                                                                                                                                                                                     |

THE REGIONAL MUNICIPALITY OF YORK  
POLICE SERVICES BOARD

BY-LAW NO. 14-00

A By-law to repeal and replace By-law No. 11-96, as amended,  
being a By-law to Impose Fees and Charges for Services and Activities  
Provided by the York Regional Police Related to Alarms

WHEREAS pursuant to Section 220.1 of the *Municipal Act*, R.S.O. 1990, c. M.45, as amended, The Regional Municipality of York Police Services Board (the "Board"), being a local board as defined in Section 1 of the *Municipal Affairs Act*, R.S.O. 1990, c. M.46, as amended, is authorized to pass by-laws imposing fees or charges on any class of persons for services or activities provided or done by it and for the use of its property;

AND WHEREAS the Board at its meeting of August 28, 1996 enacted and passed By-law No. 11-96, being a by-law to impose fees and charges for services and activities provided by the York Regional Police related to alarms;

AND WHEREAS the York Regional Police register information pertaining to premises equipped with alarms;

AND WHEREAS costs are incurred by the York Regional Police in responding to false alarms;

AND WHEREAS the Board at its meeting of November 22, 2000, adopted the recommendations of the Chief of Police to make certain amendments to the York Regional Police Alarm Program;

NOW THEREFORE, The Regional Municipality of York Police Services Board hereby enacts as follows:

1. Definitions

"Alarm Business" means any person who engages in the business of monitoring alarm systems.



"Alarm Subscriber" means any person who pays funds to an alarm business in exchange for monitoring their alarm system.

"Catalogue Number" means a number assigned to an Alarm Subscriber by the York Regional Police computer dispatch system to identify an alarm location.

"Caution Notice" means a document issued by the York Regional Police to an Alarm Subscriber after a specified number of false alarms.

"Non-Residential Premise" means lands, buildings or structures used or designated or intended for use other than residential use.

"Priority Alarm Premise" means a premise which is registered with the York Regional Police and for which a fee has been paid which entitles the Alarm Subscriber to priority response and benefits.

"Private Residence" means a building used or intended solely for use as a residence for one or more individuals.

"Registered Alarm Premise" means a premise which is registered with the York Regional Police but for which no fee has been paid to the York Regional Police.

"Suspension Notice" means a document issued by the York Regional Police after three alarms which were not valid alarms that suspends response to an alarm at a specified location fourteen days after the date of the notice for a period of three hundred and sixty-five days.

"Unregistered Alarm Premise" means an Alarm Premise which is not registered with the York Regional Police and for which no fee has been paid to the York Regional Police.

"Valid Alarm" means an alarm which, in the opinion of the Chief of Police or his designate, was activated by a criminal activity or emergency.

2. An Alarm Business that reports to the York Regional Police an alarm or cancellation of an alarm shall provide the Catalogue Number assigned to the Alarm Subscriber.

3. Every Alarm Business that requests a Catalogue Number shall provide all information required by the York Regional Police. If an Alarm Business wishes the Catalogue Number to have Priority Alarm Premise status, it shall

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pay to the York Regional Police an initial fee, inclusive of applicable taxes, of \$45.00 for a Private Residence and \$115.00 for a Non-Residential Premise. Catalogue Numbers for such premises shall thereafter be subject to an annual maintenance fee, inclusive of applicable taxes, of \$30.00 for a Private Residence and \$75.00 for a Non-Residential Premise.

4. The York Regional Police will issue a Caution Notice:
  - (a) to a Priority Alarm Premise after receiving two alarms within a one year period which were not Valid Alarms; and
  - (b) to a Registered Alarm Premise after receiving one alarm within a one year period which was not a Valid Alarm.
5. The York Regional Police will issue a Suspension Notice:
  - (a) to a Priority Alarm Premise after receiving three alarms within a one year period which were not Valid Alarms;
  - (b) to a Registered Alarm Premise after receiving two alarms within a one year period which were not Valid Alarms; and
  - (c) to an Unregistered Alarm Premise after receiving one alarm within a one year period which was not a Valid Alarm.
6. An Alarm Subscriber may, within fourteen days from the date of issuance of a Suspension Notice, pay a fee of \$150.00 to the York Regional Police to reduce the number of alarms deemed to be not Valid Alarms by one and thereby revoke the Suspension Notice. In the alternative, an Alarm Subscriber may, within fourteen days from the date of issuance of a Suspension Notice, pay a fee of \$250.00 to the York Regional Police to revoke the Suspension Notice and reduce the number of alarms deemed not to be Valid Alarms to zero.
7. The initial fee referred to in paragraph 3 of this By-law shall be payable at the time that a Catalogue Number is requested. The annual fees referred to in paragraph 3 of this By-law shall be payable on or in advance of each anniversary of the date upon which a Catalogue Number was assigned to a particular premises, failing which a Catalogue Number shall not be considered to retain its Priority Alarm Premise status.
8. By-law No. 11-96 and By-law No. 4-98 are repealed as of the effective date of this By-law.

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9. This By-law comes into force on July 1, 2001 provided that Regional Council has passed a resolution approving this By-law pursuant to Subsection 220.1(8) of the *Municipal Act*.

ENACTED AND PASSED this 22nd day of November, 2000.

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Margaret Black  
Chair

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Connie Mahaffy  
Executive Director

L13\police\alarms\amendbylaw4

**THE REGIONAL MUNICIPALITY OF YORK  
POLICE SERVICES BOARD**

**BY-LAW NO. 10-05**

**A by-law to amend By-law No. 14-00, being  
a By-law to Impose Fees and Charges for Services  
and Activities provided by the York Regional Police related to Alarms**

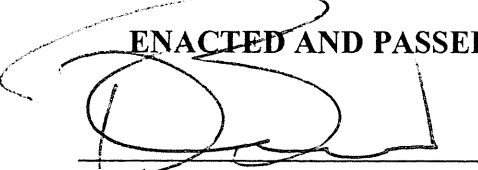
WHEREAS The Regional Municipality of York Police Services Board, (the "Board") at its meeting on November 22, 2000 enacted By-law 14-00 (the "By-law"), being a by-law to impose fees and charges for services and activities provided by the York Regional Police related to alarms;

AND WHEREAS the Board, at its meeting on October 26, 2005, adopted recommendations of the Chief of Police to amend certain provisions of the By-law;

NOW THEREFORE, The Regional Municipality of York Police Services Board hereby enacts as follows:

1. By-law 14-00 is hereby amended as set out in this by-law.
2. Section 6 of By-law 14-00 shall be deleted and replaced with the following:
  6. An Alarm Subscriber may, within fourteen days from the date of issuance of a Suspension Notice, pay a fee of \$250.00 to the York Regional Police to revoke the Suspension Notice and reduce the number of alarms deemed not to be Valid Alarms to zero.
3. By-law 14-00 is hereby amended by inserting the following:
  2. (a) Each Alarm Business shall report alarms to the York Regional Police only by utilizing the toll free number supplied to it by the York Regional Police;
  2. (b) Each Alarm Business shall bear the cost of reporting any alarm to the York Regional Police, provided, however, that the York Regional Police shall reimburse the Alarm Business for the cost of reporting any Valid Alarm.
4. Except as amended herein, the provision of By-law 14-00 shall continue in full force and effect.

**ENACTED AND PASSED this 26<sup>th</sup> day of October, 2005**

  
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David Barrow  
Chair

  
\_\_\_\_\_  
Connie Phillipson  
Executive Director