



How Can You Prevent a False Alarm?

The number one cause of false alarms is operator error. Here are some tips to prevent false alarms:

- * Ensure that all doors and windows are locked when leaving your premise.
- * Know the procedures on how to cancel an alarm dispatch request. Your alarm system should have a cancel signal that an authorized person can use to tell the monitoring company not to send the police.
- * Educate and train all alarm system users on the proper use of the alarm system
- * Schedule a service call if the alarm is not working properly.
- * Update your contact information with your security provider annually.
- * Replace the back-up battery every three to five years.
- * Your alarm system should have a simple way offsetting alarms that will not result in a false alarm dispatch. Test it monthly to ensure it is working correctly.
- * Notify your monitoring alarm service company if you remodel.
- * Have your security system instructions readily available in case of an accidental alarm activation.
- * Correct all drafts that may cause plants and curtains to move, which can trigger an alarm.



False Alarms: The Cost And The Solution

Last year in 2015 Kelowna R.C.M.P. responded to approximately 4000 false alarm calls within the Central Okanagan Service Area. The cost and staff hours responding to those false alarm calls puts a huge strain on law enforcement, and takes away from it's availability to deal with real emergencies. These unnecessary alarm calls result in R.C.M.P. members chasing "burglars" which turn out to be nothing more than floating birthday balloons, unrestricted pets, or paper falling from a fax machine (just to name a few) and this is what the alarm reduction program strives to prevent.

We understand that by using your alarm system, you're looking out for those you care about. The purpose is not to make money. In fact, the cost-recovery measures only cover about half of the false alarm related costs to the Region.

The hope is by alleviating the false alarm problem, public safety resources can more effectively serve the community as a whole. Our goal is to make the Central Okanagan a safer place to live for everyone, whether they own security systems or not.



False Alarm Reduction Program



Working with home and business alarm system owners to reduce unnecessary police calls to false alarms so that RCMP will be available when you need them.





False Alarm Reduction Program Permit Registration Form

Type or Permit (please select one):

- Residential (\$10 annual permit fee)
- Commercial (\$15 annual permit fee)

Alarmed Location Information

Name/Company _____
 Address: _____
 City: _____ Postal Code: _____
 Phone #: _____
 Mailing Address (if different): _____

 City: _____ Postal Code: _____
 Email: _____

***Please note your email address will only be used by the RDCO False Alarm Reduction Program*

Alarm Company Information

Alarm Company: _____ Ph: _____
 Monitoring Company: _____ Ph: _____

The False Alarm Reduction Program will provide a copy of your alarm permit number to your alarm company (if applicable) once a completed registration form and payment have been received. Thank you for obtaining an alarm permit and helping reduce the number of false alarms within Regional District of Central Okanagan.

Payment and Contact Information

Please make cheque or money order payable to:
 Regional District of Central Okanagan

Please send payment and permit registration form to:

RDCO False Alarm Reduction Program
1450 KLO Road, Kelowna, BC V1W 3Z4
Phone: 250-469-6123
Email: alarms@cord.bc.ca
Fax: 250-763-0606
www.regionaldistrict.com/alarms

How Does the False Alarm Reduction Program Work?



All alarm systems in the Central Okanagan must be registered on an annual basis whether the alarm system is monitored or not.

The nominal annual cost is designed to encourage residential and commercial alarm system owners to take responsibility for their alarm system including upkeep and maintenance as well as education for the system users in order to reduce the potential for false alarms.

If you have a false alarm and your system is not registered, RCMP may not attend.

If RCMP attend and deem the alarm was false, you will receive a penalty under R.D.C.O. Alarm Bylaw No 1382. Please refer to Bylaw for fee schedule details at:
www.regionaldistrict.com/alarms

Annual Registration Fees

- * Residential = \$10
- * Commercial = \$15

Alarm registration permits are not transferable to another person or property.

How Do I Register My Alarm System with RDCO Alarm Program?

You can register your home or business alarm system by visiting the Regional District False Alarm Program webpage at:
www.regionaldistrict.com/alarms

Further Questions?

There are some great websites with information regarding false alarms and alarm systems. The two sites you may wish to view are:

1. Canadian Security Association (non-profit)
www.canasa.org
2. False Alarm Reduction Association
www.faraonline.org

Did you know that ALL home and business alarm systems must be registered with a valid annual alarm permit in the Central Okanagan?

The False Alarm Reduction Program Bylaw No. 1382 is operated by the Regional District of Central Okanagan on behalf of the Central Okanagan East and Central Okanagan West Electoral Areas and all local governments in the Central Okanagan (City of Kelowna, City of West Kelowna, District of Lake Country, District of Peachland and Westbank First Nation). The goal of the False Alarm Reduction Program is to reduce the number of false alarms that require police response by working with alarm companies and the public.

What is a False Alarm?

A false alarm is the activation of an alarm system that results in a RCMP response when there has not been any un-authorized entry of commission or an unlawful act. This includes:

- * Testing of an alarm causing a police response
- * An alarm reporting an attempted or completed emergency or criminal offence when no such event took place
- * An alarm activated by mechanical failure, malfunction or faulty equipment.
- * An alarm activated by user carelessness or neglect.

Why Target False Alarms?

Responding to false alarm calls are a waste of valuable police resources and create a strain on the emergency system. Since 2005 with the creation of R.D.C.O. Security Alarm Bylaw No. 1382 the number of false alarms has been significantly reduced. This allows RCMP to deploy its resources where they are really needed, responding to legitimate emergency calls.

